

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| 3D Printers | 892 | 3,283 | 15 | 1,888 | 11 | 73% | 4 | 27% | 0 | 0% |
| 3rd Party Workers Compensation Lawyers | 485 | 3,735 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| 4 Wheel Drive Repair | 1,908 | 2,664 | 13 | 1,983 | 3 | 23% | 10 | 77% | 0 | 0% |
| Abortion Alternatives | 302 | 4,025 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Abortion Services | 1,144 | 3,083 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Above Ground Pools | 5,295 | 1,861 | 9 | 2,239 | 8 | 89% | 1 | 11% | 0 | 0% |
| Abrasives | 2,399 | 2,488 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Absorbents | 355 | 3,933 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Abstracters | 1,976 | 2,631 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Access Control Systems | 8,360 | 1,512 | 74 | 931 | 74 | 100% | 0 | 0% | 0 | 0% |
| Accessories | 15 | 5,175 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Accident Insurance | 53,308 | 471 | 96 | 800 | 60 | 63% | 9 | 9% | 27 | 28% |
| Accident Reconstruction | 2,413 | 2,484 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Accordion | 306 | 4,017 | 35 | 1,334 | 12 | 34% | 10 | 29% | 13 | 37% |
| Accountant | 127,027 | 227 | 158 | 584 | 89 | 56% | 66 | 42% | 3 | 2% |
| Accounting | 65,580 | 398 | 107 | 750 | 61 | 57% | 40 | 37% | 6 | 6% |
| Accounting and Bookkeeping Machines | 2,658 | 2,409 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Accumulator | 1,261 | 3,003 | 8 | 2,322 | 5 | 63% | 3 | 38% | 0 | 0% |
| Acid | 136 | 4,468 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Acid Proof Materials | 93 | 4,632 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Acoustic Ceiling Removal | 691 | 3,474 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Acoustic Material | 1,679 | 2,770 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Acoustical Ceiling Contractors | 2,627 | 2,416 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Acoustical Consultant | 2,101 | 2,585 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Acting Classes | 3,206 | 2,255 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Activated Carbon | 201 | 4,275 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Actuary | 653 | 3,520 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Acupressure | 322 | 3,979 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Acupuncturist | 11,927 | 1,275 | 11 | 2,095 | 10 | 91% | 1 | 9% | 0 | 0% |
| Ad Word Sponsorship | 112 | 4,545 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Addressing Machine | 39 | 4,941 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Addressing Plate Service | 356 | 3,929 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Adhesive | 3,527 | 2,183 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Adhesives and Gluing Equipment | 321 | 3,984 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Adjustable Beds | 7,323 | 1,599 | 68 | 974 | 58 | 85% | 9 | 13% | 1 | 1% |
| Adjuster | 27,987 | 756 | 41 | 1,248 | 26 | 63% | 14 | 34% | 1 | 2% |
| Administrative Assistant Employment | 638 | 3,535 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Administrative Services | 26,231 | 782 | 328 | 337 | 107 | 33% | 8 | 2% | 213 | 65% |
| Adoption Agencies | 28,002 | 755 | 14 | 1,924 | 8 | 57% | 4 | 29% | 2 | 14% |
| Adoption Attorney | 1,049 | 3,144 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Adult Care | 158 | 4,395 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Adult Day Care | 16,487 | 1,060 | 7 | 2,415 | 1 | 14% | 5 | 71% | 1 | 14% |
| Adult Entertainment | 49,387 | 503 | 105 | 758 | 59 | 56% | 45 | 43% | 1 | 1% |
| Adult Family Homes | 50,638 | 494 | 61 | 1,034 | 41 | 67% | 17 | 28% | 3 | 5% |
| Adult Foster Care | 1,163 | 3,072 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Adult Novelties | 15,592 | 1,093 | 65 | 1,003 | 27 | 42% | 35 | 54% | 3 | 5% |
| Advance Fee Brokers | 93,938 | 299 | 302 | 367 | 28 | 9% | 140 | 46% | 134 | 44% |
| Advance Fee Job Listing and Advisory Services | 2,518 | 2,454 | 7 | 2,415 | 2 | 29% | 4 | 57% | 1 | 14% |
| Advance Fee Modeling Agencies | 2,993 | 2,307 | 4 | 2,778 | 0 | 0% | 4 | 100% | 0 | 0% |
| Advance Fee Residential Loan Modification (CA) | 7,263 | 1,607 | 17 | 1,801 | 5 | 29% | 12 | 71% | 0 | 0% |
| Advertising | 1,630 | 2,795 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Advertising Agencies | 159,041 | 188 | 445 | 274 | 348 | 78% | 89 | 20% | 8 | 2% |
| Advertising Buttons | 1,384 | 2,930 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Advertising Specialties | 96,354 | 292 | 384 | 312 | 237 | 62% | 138 | 36% | 9 | 2% |
| Aerial Advertising | 928 | 3,242 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |

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|-----------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Aerial Applicators | 713 | 3,444 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Aerial Lift Repair | 461 | 3,774 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Aerial Patrol | 262 | 4,114 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Aerial Photographer | 6,866 | 1,657 | 35 | 1,334 | 19 | 54% | 14 | 40% | 2 | 6% |
| Aerial Surveyor | 311 | 4,005 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Aerosols | 149 | 4,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Aerospace Industry | 4,745 | 1,946 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Aerospace Research | 1,121 | 3,096 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Agate | 38 | 4,957 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Agricultural Consultant | 1,461 | 2,879 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Agricultural Services | 9,858 | 1,395 | 9 | 2,239 | 9 | 100% | 0 | 0% | 0 | 0% |
| Agricultural Waste Management | 770 | 3,395 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Agriculture | 35 | 4,985 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Agriculture Attorney | 66 | 4,750 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| AIDS Research | 5,005 | 1,910 | 5 | 2,648 | 2 | 40% | 3 | 60% | 0 | 0% |
| Air Ambulance Service | 15,710 | 1,088 | 13 | 1,983 | 11 | 85% | 2 | 15% | 0 | 0% |
| Air Balancing | 1,070 | 3,134 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Air Brushes | 332 | 3,967 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Air Cargo | 5,267 | 1,864 | 51 | 1,125 | 21 | 41% | 26 | 51% | 4 | 8% |
| Air Cleaning Equipment | 676 | 3,498 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Air Compressors | 2,258 | 2,525 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Air Conditioning Cleaning | 5,465 | 1,842 | 9 | 2,239 | 5 | 56% | 4 | 44% | 0 | 0% |
| Air Conditioning Contractor | 1,127,732 | 22 | 2,313 | 70 | 1,885 | 81% | 408 | 18% | 20 | 1% |
| Air Conditioning Equipment | 3,076 | 2,289 | 10 | 2,159 | 10 | 100% | 0 | 0% | 0 | 0% |
| Air Conditioning Parts | 18,806 | 974 | 66 | 992 | 44 | 67% | 19 | 29% | 3 | 5% |
| Air Conditioning Repair | 70,637 | 373 | 160 | 579 | 85 | 53% | 67 | 42% | 8 | 5% |
| Air Courier Service | 1,459 | 2,881 | 5 | 2,648 | 0 | 0% | 3 | 60% | 2 | 40% |
| Air Curtains | 208 | 4,249 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Air Duct Cleaning | 98,189 | 288 | 240 | 419 | 140 | 58% | 80 | 33% | 20 | 8% |
| Air Duct Restoration | 843 | 3,332 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Air Duct System | 2,722 | 2,389 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Air Filters | 5,785 | 1,791 | 9 | 2,239 | 3 | 33% | 2 | 22% | 4 | 44% |
| Air Fragrance | 2,180 | 2,549 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Air Gun | 5,382 | 1,849 | 27 | 1,507 | 10 | 37% | 17 | 63% | 0 | 0% |
| Air Motor | 49 | 4,856 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Air Pollution Control | 1,229 | 3,026 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Air Pollution Measuring Equipment | 296 | 4,032 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Air Pollution Measuring Service | 197 | 4,285 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Air Purification Systems | 50,685 | 493 | 94 | 809 | 62 | 66% | 22 | 23% | 10 | 11% |
| Air Quality Services | 8,004 | 1,541 | 9 | 2,239 | 6 | 67% | 2 | 22% | 1 | 11% |
| Air Sealing | 131 | 4,482 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Airbag Repair | 833 | 3,340 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Aircraft Brokers | 983 | 3,198 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Aircraft Charter | 9,390 | 1,423 | 22 | 1,641 | 9 | 41% | 13 | 59% | 0 | 0% |
| Aircraft Cleaning | 288 | 4,051 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Aircraft Dealers | 2,577 | 2,433 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Aircraft Engines | 1,901 | 2,670 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Aircraft Equipment Testing | 1,071 | 3,131 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Aircraft Ferry | 347 | 3,945 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Aircraft Fixed Based Operator | 67 | 4,740 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Aircraft Ground Support | 858 | 3,321 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Aircraft Maintenance | 6,077 | 1,750 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Aircraft Manufacturers | 1,162 | 3,074 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Aircraft Rebuilding | 167 | 4,369 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Aircraft Salvage | 15 | 5,175 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

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|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Aircraft School | 2,559 | 2,437 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Aircraft Storage | 194 | 4,297 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Aircraft Tools | 995 | 3,186 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Aircraft Upholstery | 213 | 4,234 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Airline Ticket Agency | 18,985 | 965 | 104 | 765 | 70 | 67% | 22 | 21% | 12 | 12% |
| Airline Training | 3,000 | 2,306 | 4 | 2,778 | 1 | 25% | 2 | 50% | 1 | 25% |
| Airlines | 52,994 | 476 | 6,599 | 19 | 6,098 | 92% | 488 | 7% | 13 | 0% |
| Airplane Hangar | 167 | 4,369 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Airplane Parts | 9,485 | 1,416 | 17 | 1,801 | 10 | 59% | 7 | 41% | 0 | 0% |
| Airport | 2,290 | 2,515 | 12 | 2,038 | 8 | 67% | 3 | 25% | 1 | 8% |
| Airport Designer | 28 | 5,034 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Airport Equipment | 634 | 3,541 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Airport Parking Reservations | 6,872 | 1,655 | 40 | 1,257 | 16 | 40% | 24 | 60% | 0 | 0% |
| Airport Transportation | 16,005 | 1,077 | 164 | 569 | 128 | 78% | 35 | 21% | 1 | 1% |
| Album | 532 | 3,672 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Alcoholic Beverage Service | 3,748 | 2,139 | 10 | 2,159 | 4 | 40% | 4 | 40% | 2 | 20% |
| Alcoholism Information | 15,273 | 1,108 | 28 | 1,476 | 13 | 46% | 12 | 43% | 3 | 11% |
| Alcoholism Treatment | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Alfalfa Products | 90 | 4,645 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Allergist | 3,462 | 2,203 | 23 | 1,601 | 18 | 78% | 5 | 22% | 0 | 0% |
| Alloys | 289 | 4,046 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Alternative Medicine | 14,003 | 1,175 | 35 | 1,334 | 19 | 54% | 15 | 43% | 1 | 3% |
| Alternator Repair | 5,466 | 1,841 | 39 | 1,271 | 20 | 51% | 18 | 46% | 1 | 3% |
| Alternators | 1,848 | 2,689 | 5 | 2,648 | 5 | 100% | 0 | 0% | 0 | 0% |
| Aluminum | 5,721 | 1,805 | 7 | 2,415 | 5 | 71% | 2 | 29% | 0 | 0% |
| Aluminum Fabrication | 19,667 | 946 | 31 | 1,413 | 20 | 65% | 11 | 35% | 0 | 0% |
| Aluminum Products | 7,781 | 1,560 | 10 | 2,159 | 7 | 70% | 3 | 30% | 0 | 0% |
| Alzheimer Treatment | 919 | 3,254 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Ambulance Services | 29,186 | 739 | 267 | 391 | 221 | 83% | 45 | 17% | 1 | 0% |
| Ammunition | 16,657 | 1,055 | 82 | 884 | 25 | 30% | 57 | 70% | 0 | 0% |
| Ammunition & Weapons | 575 | 3,618 | 13 | 1,983 | 10 | 77% | 3 | 23% | 0 | 0% |
| Ammunition Reloading | 772 | 3,392 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Ammunition Supplies | 14,871 | 1,124 | 181 | 527 | 43 | 24% | 126 | 70% | 12 | 7% |
| Amplifier | 1,616 | 2,803 | 11 | 2,095 | 5 | 45% | 6 | 55% | 0 | 0% |
| Amusement Devices | 3,088 | 2,284 | 22 | 1,641 | 18 | 82% | 3 | 14% | 1 | 5% |
| Amusement Park Equipment | 630 | 3,549 | 2 | 3,199 | 0 | 0% | 1 | 50% | 1 | 50% |
| Amusement Parks | 31,152 | 706 | 581 | 226 | 498 | 86% | 80 | 14% | 3 | 1% |
| Analytical Chemist | 771 | 3,394 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Anesthesiologist | 11,898 | 1,278 | 87 | 851 | 69 | 79% | 18 | 21% | 0 | 0% |
| Animal Artificial Insemination | 3,234 | 2,249 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Animal Breeding | 44,419 | 542 | 134 | 655 | 38 | 28% | 90 | 67% | 6 | 4% |
| Animal Health Products | 24,634 | 817 | 44 | 1,202 | 26 | 59% | 18 | 41% | 0 | 0% |
| Animal Hospital | 48,590 | 517 | 390 | 306 | 349 | 89% | 41 | 11% | 0 | 0% |
| Animal Identification | 18,139 | 995 | 10 | 2,159 | 6 | 60% | 4 | 40% | 0 | 0% |
| Animal Registration | 8 | 5,260 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Animal Removal | 21,476 | 889 | 43 | 1,219 | 28 | 65% | 14 | 33% | 1 | 2% |
| Animal Rescue | 20,179 | 926 | 48 | 1,154 | 28 | 58% | 20 | 42% | 0 | 0% |
| Animal Shelter | 19,324 | 951 | 67 | 986 | 37 | 55% | 30 | 45% | 0 | 0% |
| Animal Trapping | 24,514 | 818 | 80 | 899 | 55 | 69% | 24 | 30% | 1 | 1% |
| Animation Mechanics | 1,343 | 2,959 | 23 | 1,601 | 21 | 91% | 2 | 9% | 0 | 0% |
| Annuity | 11,176 | 1,311 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Anode | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Anodizing | 145 | 4,437 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Answering Service | 84,666 | 321 | 107 | 750 | 102 | 95% | 3 | 3% | 2 | 2% |
| Antenna | 12,821 | 1,237 | 113 | 726 | 111 | 98% | 2 | 2% | 0 | 0% |

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|-----------------------------|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Anti-Fogging Compounds | 36 | 4,978 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Anti-Freeze | 163 | 4,378 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Antique Appraisal | 3,695 | 2,153 | 7 | 2,415 | 4 | 57% | 3 | 43% | 0 | 0% |
| Antique Auto Parts | 2,114 | 2,580 | 6 | 2,526 | 3 | 50% | 3 | 50% | 0 | 0% |
| Antique Dealers | 35,855 | 636 | 96 | 800 | 48 | 50% | 44 | 46% | 4 | 4% |
| Antique Oriental Rugs | 115 | 4,536 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Antique Reproduction | 1,359 | 2,947 | 5 | 2,648 | 5 | 100% | 0 | 0% | 0 | 0% |
| Antique Restoration | 6,690 | 1,686 | 18 | 1,764 | 11 | 61% | 6 | 33% | 1 | 6% |
| Antiques | 25 | 5,064 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Antlers, Hides & Mounts | 92 | 4,636 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Apartment Rental Service | 56,720 | 446 | 324 | 344 | 189 | 58% | 122 | 38% | 13 | 4% |
| Apartment Share | 445 | 3,798 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Apartments | 456,039 | 55 | 6,579 | 20 | 4,120 | 63% | 2,369 | 36% | 90 | 1% |
| Apparel Fasteners | 1,047 | 3,146 | 6 | 2,526 | 6 | 100% | 0 | 0% | 0 | 0% |
| Appellate Attorney | 612 | 3,571 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Appliance Installation | 17,297 | 1,024 | 64 | 1,015 | 38 | 59% | 26 | 41% | 0 | 0% |
| Appliance Rental | 19,543 | 949 | 61 | 1,034 | 32 | 52% | 24 | 39% | 5 | 8% |
| Appliances | 910 | 3,260 | 10 | 2,159 | 6 | 60% | 4 | 40% | 0 | 0% |
| Appointment Setting Service | 2,475 | 2,466 | 9 | 2,239 | 9 | 100% | 0 | 0% | 0 | 0% |
| Appraisal Management | 5,390 | 1,846 | 12 | 2,038 | 4 | 33% | 8 | 67% | 0 | 0% |
| Appraiser | 34,597 | 652 | 58 | 1,058 | 45 | 78% | 13 | 22% | 0 | 0% |
| Apprenticeship Programs | 545 | 3,653 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Aprons | 46 | 4,877 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Aquaculture | 698 | 3,465 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Aquarium Dealers | 9,784 | 1,400 | 39 | 1,271 | 15 | 38% | 24 | 62% | 0 | 0% |
| Aquarium Maintenance | 1,410 | 2,908 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Aquarium Manufacturers | 1,151 | 3,079 | 10 | 2,159 | 9 | 90% | 1 | 10% | 0 | 0% |
| Aquatic Rescue | 39 | 4,941 | 2 | 3,199 | 0 | 0% | 0 | 0% | 2 | 100% |
| Arbitration Services | 3,084 | 2,287 | 6 | 2,526 | 5 | 83% | 1 | 17% | 0 | 0% |
| Arboretums | 25 | 5,064 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Arborist | 14,505 | 1,142 | 15 | 1,888 | 11 | 73% | 4 | 27% | 0 | 0% |
| Arbors | 4,297 | 2,028 | 16 | 1,851 | 14 | 88% | 2 | 13% | 0 | 0% |
| Archaeologist | 409 | 3,849 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Archery Classes | 209 | 4,245 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Archery Equipment | 8,271 | 1,521 | 30 | 1,431 | 19 | 63% | 11 | 37% | 0 | 0% |
| Archery Range | 469 | 3,762 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Architect | 75,084 | 360 | 69 | 967 | 35 | 51% | 32 | 46% | 2 | 3% |
| Architectural Designer | 3,097 | 2,279 | 10 | 2,159 | 4 | 40% | 6 | 60% | 0 | 0% |
| Architectural Specs | 5,632 | 1,822 | 13 | 1,983 | 9 | 69% | 4 | 31% | 0 | 0% |
| Architectural Supplies | 614 | 3,568 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Arena | 4,480 | 1,995 | 33 | 1,379 | 20 | 61% | 12 | 36% | 1 | 3% |
| Armature Service | 884 | 3,291 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Armed Forces Recruiting | 134 | 4,475 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Armored Car Manufacturers | 167 | 4,369 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Armored Car Services | 4,486 | 1,993 | 12 | 2,038 | 6 | 50% | 5 | 42% | 1 | 8% |
| Armory | 1,387 | 2,929 | 13 | 1,983 | 6 | 46% | 7 | 54% | 0 | 0% |
| Army Gear | 2,834 | 2,359 | 17 | 1,801 | 13 | 76% | 3 | 18% | 1 | 6% |
| Aromatherapy | 12,214 | 1,263 | 138 | 646 | 35 | 25% | 103 | 75% | 0 | 0% |
| Art | 17,731 | 1,011 | 217 | 452 | 77 | 35% | 21 | 10% | 119 | 55% |
| Art and Culture | 22 | 5,098 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Art Consultant | 32,718 | 678 | 143 | 625 | 88 | 62% | 55 | 38% | 0 | 0% |
| Art Dealers | 39 | 4,941 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Art Gallery | 178 | 4,347 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Art Identification | 76 | 4,703 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Art Organizations | 1,144 | 3,083 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Art Restoration | 2,890 | 2,338 | 7 | 2,415 | 5 | 71% | 2 | 29% | 0 | 0% |
| Art Schools | 5,339 | 1,854 | 23 | 1,601 | 13 | 57% | 9 | 39% | 1 | 4% |
| Art Supplies | 14,424 | 1,146 | 40 | 1,257 | 11 | 28% | 29 | 73% | 0 | 0% |
| Artificial Flowers | 1,388 | 2,927 | 8 | 2,322 | 7 | 88% | 1 | 13% | 0 | 0% |
| Artificial Food | 165 | 4,375 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Artificial Landscape Rocks | 386 | 3,880 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Artificial Leather | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Artificial Limbs | 123 | 4,505 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Artificial Plant Manufacturer | 272 | 4,086 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Artificial Turf | 18,515 | 983 | 28 | 1,476 | 14 | 50% | 12 | 43% | 2 | 7% |
| Artisanal Cheese | 155 | 4,406 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Artist Agent | 3,298 | 2,234 | 14 | 1,924 | 12 | 86% | 2 | 14% | 0 | 0% |
| Artists | 94 | 4,627 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Asbestos Products | 375 | 3,897 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Asbestos Removal | 40,763 | 587 | 13 | 1,983 | 10 | 77% | 3 | 23% | 0 | 0% |
| Asbestos Testing | 6,714 | 1,679 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Asphalt | 105,550 | 265 | 258 | 399 | 94 | 36% | 133 | 52% | 31 | 12% |
| Asphalt Equipment | 2,185 | 2,547 | 8 | 2,322 | 3 | 38% | 5 | 63% | 0 | 0% |
| Assayer | 50 | 4,847 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Assaying Equipment | 9 | 5,248 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Assembly Services | 3,660 | 2,161 | 7 | 2,415 | 3 | 43% | 4 | 57% | 0 | 0% |
| Asset Evaluation | 4,662 | 1,960 | 7 | 2,415 | 2 | 29% | 5 | 71% | 0 | 0% |
| Assets | 6,895 | 1,651 | 14 | 1,924 | 14 | 100% | 0 | 0% | 0 | 0% |
| Assisted Living Facilities | 18,407 | 986 | 28 | 1,476 | 20 | 71% | 8 | 29% | 0 | 0% |
| Association Management | 62,417 | 417 | 295 | 371 | 251 | 85% | 42 | 14% | 2 | 1% |
| Association Publications | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Associations | 144,748 | 204 | 251 | 408 | 211 | 84% | 35 | 14% | 5 | 2% |
| Astrologer | 2,218 | 2,539 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Astronomy Tools | 85 | 4,663 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Athletic Organizations | 54,560 | 462 | 111 | 732 | 90 | 81% | 21 | 19% | 0 | 0% |
| Attic Fan | 563 | 3,631 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Attorney Advertising | 8,993 | 1,459 | 26 | 1,524 | 16 | 62% | 10 | 38% | 0 | 0% |
| Attorney Service Bureau | 2,660 | 2,408 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Attorneys & Lawyers - Condominium Conversion | 8 | 5,260 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| ATV | 40,675 | 589 | 167 | 559 | 117 | 70% | 47 | 28% | 3 | 2% |
| Auction Supplies | 4,642 | 1,967 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Auctioneer | 117,344 | 246 | 542 | 234 | 411 | 76% | 107 | 20% | 24 | 4% |
| Audio Visual Equipment | 58,173 | 439 | 389 | 307 | 298 | 77% | 87 | 22% | 4 | 1% |
| Audio Visual Equipment Rental | 4,274 | 2,036 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Audio Visual Equipment Repair | 5,563 | 1,830 | 28 | 1,476 | 16 | 57% | 10 | 36% | 2 | 7% |
| Audio Visual Equipment Supplies | 4,523 | 1,989 | 16 | 1,851 | 9 | 56% | 7 | 44% | 0 | 0% |
| Audio Visual Equipment Wholesale | 2,089 | 2,590 | 48 | 1,154 | 16 | 33% | 32 | 67% | 0 | 0% |
| Audio-Visual Consultant | 13,566 | 1,197 | 16 | 1,851 | 10 | 63% | 6 | 38% | 0 | 0% |
| Audio-Visual Production Services | 9,368 | 1,427 | 17 | 1,801 | 8 | 47% | 8 | 47% | 1 | 6% |
| Audiologist | 14,305 | 1,152 | 30 | 1,431 | 24 | 80% | 6 | 20% | 0 | 0% |
| Audiometer | 63 | 4,762 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Auditory Training Equipment | 464 | 3,767 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Autism Therapy | 1,696 | 2,764 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Auto | 229 | 4,189 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Auto Accessories | 51,482 | 485 | 436 | 277 | 246 | 56% | 176 | 40% | 14 | 3% |
| Auto Air Conditioning | 6,420 | 1,714 | 25 | 1,552 | 15 | 60% | 10 | 40% | 0 | 0% |
| Auto Air Conditioning Equipment | 2,530 | 2,448 | 7 | 2,415 | 5 | 71% | 2 | 29% | 0 | 0% |
| Auto Alarms | 20,224 | 925 | 87 | 851 | 47 | 54% | 36 | 41% | 4 | 5% |
| Auto Appraiser | 14,438 | 1,145 | 44 | 1,202 | 30 | 68% | 8 | 18% | 6 | 14% |
| Auto Auction | 35,550 | 641 | 185 | 518 | 109 | 59% | 72 | 39% | 4 | 2% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|------------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Auto Body Repair and Painting | 710,467 | 34 | 2,087 | 75 | 1,313 | 63% | 743 | 36% | 31 | 1% |
| Auto Body Shop Equipment | 14,296 | 1,154 | 70 | 958 | 32 | 46% | 37 | 53% | 1 | 1% |
| Auto Boosting Services | 514 | 3,697 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Auto Brokers | 39,605 | 602 | 93 | 815 | 73 | 78% | 18 | 19% | 2 | 2% |
| Auto Consignment | 1,147 | 3,082 | 5 | 2,648 | 0 | 0% | 5 | 100% | 0 | 0% |
| Auto Customization | 41,827 | 577 | 150 | 607 | 76 | 51% | 73 | 49% | 1 | 1% |
| Auto Detailing | 79,104 | 342 | 334 | 333 | 151 | 45% | 175 | 52% | 8 | 2% |
| Auto Diagnosis | 12,061 | 1,273 | 53 | 1,108 | 41 | 77% | 12 | 23% | 0 | 0% |
| Auto Distributor | 94 | 4,627 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Auto Electric Equipment | 5,264 | 1,865 | 9 | 2,239 | 6 | 67% | 3 | 33% | 0 | 0% |
| Auto Electric Service | 9,420 | 1,419 | 31 | 1,413 | 16 | 52% | 15 | 48% | 0 | 0% |
| Auto Emissions Testing | 935 | 3,236 | 15 | 1,888 | 9 | 60% | 6 | 40% | 0 | 0% |
| Auto Equipment Manufacturers | 2,480 | 2,465 | 10 | 2,159 | 6 | 60% | 4 | 40% | 0 | 0% |
| Auto Floor Mats | 2,863 | 2,348 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Auto Inspection Stations | 11,215 | 1,308 | 34 | 1,362 | 22 | 65% | 11 | 32% | 1 | 3% |
| Auto Insurance | 225,443 | 120 | 1,681 | 88 | 1,435 | 85% | 233 | 14% | 13 | 1% |
| Auto Listing Service | 58,926 | 434 | 113 | 726 | 100 | 88% | 11 | 10% | 2 | 2% |
| Auto Loan Modification | 1,899 | 2,671 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Auto Lube | 20,733 | 910 | 437 | 275 | 345 | 79% | 88 | 20% | 4 | 1% |
| Auto Machine Shop | 10,442 | 1,356 | 42 | 1,232 | 20 | 48% | 20 | 48% | 2 | 5% |
| Auto Maintenance | 46,230 | 534 | 736 | 189 | 383 | 52% | 339 | 46% | 14 | 2% |
| Auto Maintenance Plans | 493 | 3,727 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Auto Manufacturer Equipment | 4,627 | 1,973 | 32 | 1,394 | 18 | 56% | 12 | 38% | 2 | 6% |
| Auto Manufacturers | 49,337 | 504 | 1,911 | 80 | 1,788 | 94% | 115 | 6% | 8 | 0% |
| Auto Parts | 343 | 3,952 | 8 | 2,322 | 7 | 88% | 1 | 13% | 0 | 0% |
| Auto Registration | 32,528 | 680 | 66 | 992 | 57 | 86% | 8 | 12% | 1 | 2% |
| Auto Renting and Leasing | 186,924 | 155 | 6,148 | 23 | 5,165 | 84% | 959 | 16% | 24 | 0% |
| Auto Repair | 1,449,841 | 14 | 7,693 | 15 | 5,276 | 69% | 2,292 | 30% | 125 | 2% |
| Auto Repair | 3,914 | 2,109 | 20 | 1,692 | 19 | 95% | 0 | 0% | 1 | 5% |
| Auto Repair Consultants | 897 | 3,278 | 13 | 1,983 | 9 | 69% | 4 | 31% | 0 | 0% |
| Auto Repair Equipment | 11,564 | 1,290 | 81 | 892 | 51 | 63% | 30 | 37% | 0 | 0% |
| Auto Repair Referral | 1,181 | 3,063 | 16 | 1,851 | 4 | 25% | 12 | 75% | 0 | 0% |
| Auto Salvage Yards | 19,321 | 953 | 87 | 851 | 44 | 51% | 43 | 49% | 0 | 0% |
| Auto Service Contract Companies | 188,532 | 151 | 494 | 257 | 372 | 75% | 77 | 16% | 45 | 9% |
| Auto Services | 178,590 | 165 | 1,068 | 139 | 769 | 72% | 279 | 26% | 20 | 2% |
| Auto Smog Inspection | 4,627 | 1,973 | 32 | 1,394 | 13 | 41% | 18 | 56% | 1 | 3% |
| Auto Transportation | 333,551 | 78 | 554 | 231 | 326 | 59% | 223 | 40% | 5 | 1% |
| Auto Upholstery | 25,414 | 798 | 90 | 833 | 48 | 53% | 41 | 46% | 1 | 1% |
| Auto Warranty Plans | 121,461 | 241 | 431 | 280 | 310 | 72% | 74 | 17% | 47 | 11% |
| Auto Warranty Processing | 241,212 | 113 | 1,281 | 121 | 1,224 | 96% | 36 | 3% | 21 | 2% |
| Auto Warranty Services | 105,795 | 263 | 513 | 247 | 472 | 92% | 32 | 6% | 9 | 2% |
| Auto Wrecking | 18,777 | 976 | 114 | 720 | 59 | 52% | 54 | 47% | 1 | 1% |
| Autograph Dealer | 4,131 | 2,070 | 10 | 2,159 | 7 | 70% | 3 | 30% | 0 | 0% |
| Autograph Supplies | 11 | 5,230 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Automated Teller Machine | 9,011 | 1,457 | 14 | 1,924 | 9 | 64% | 5 | 36% | 0 | 0% |
| Automation Consultants | 2,143 | 2,565 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Automation Equipment | 10,124 | 1,382 | 65 | 1,003 | 58 | 89% | 7 | 11% | 0 | 0% |
| Automation Systems | 5 | 5,311 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Automobile Purchasing Consultant | 34,049 | 663 | 41 | 1,248 | 37 | 90% | 4 | 10% | 0 | 0% |
| Automobile Reconditioned Detailing | 988 | 3,194 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Automotive Paint | 1,243 | 3,018 | 23 | 1,601 | 3 | 13% | 20 | 87% | 0 | 0% |
| Aviation Consultants | 2,108 | 2,582 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Aviation Insurance | 304 | 4,018 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Aviation Services | 5,884 | 1,779 | 21 | 1,665 | 12 | 57% | 9 | 43% | 0 | 0% |
| Awards | 8,587 | 1,490 | 16 | 1,851 | 8 | 50% | 8 | 50% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Awnings | 66,407 | 395 | 195 | 503 | 117 | 60% | 74 | 38% | 4 | 2% |
| Axle Repair | 0 | 5,464 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Axles | 854 | 3,325 | 27 | 1,507 | 4 | 15% | 23 | 85% | 0 | 0% |
| Babbitt Metal | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Baby Accessories | 15,256 | 1,109 | 144 | 624 | 63 | 44% | 59 | 41% | 22 | 15% |
| Baby Accessories Wholesale | 5,051 | 1,902 | 25 | 1,552 | 15 | 60% | 9 | 36% | 1 | 4% |
| Baby Car Seats | 1,407 | 2,910 | 21 | 1,665 | 17 | 81% | 4 | 19% | 0 | 0% |
| Baby Food | 578 | 3,617 | 23 | 1,601 | 4 | 17% | 8 | 35% | 11 | 48% |
| Baby Formula Service | 168 | 4,366 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Baby Services | 45 | 4,883 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Baby Shoe Preservation | 61 | 4,768 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Baby Sitters | 322 | 3,979 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Baby Strollers | 1,748 | 2,732 | 20 | 1,692 | 19 | 95% | 1 | 5% | 0 | 0% |
| Backflow Prevention Devices | 2,547 | 2,442 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Backflow Testing | 3,922 | 2,105 | 7 | 2,415 | 6 | 86% | 1 | 14% | 0 | 0% |
| Bacteriologist | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Badge Supplies | 156 | 4,402 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Badges | 594 | 3,597 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Badminton Court | 77 | 4,695 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Bag Making Machinery | 104 | 4,593 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Bagel | 1,474 | 2,871 | 7 | 2,415 | 5 | 71% | 2 | 29% | 0 | 0% |
| Bail Bonds | 31,604 | 695 | 118 | 708 | 48 | 41% | 63 | 53% | 7 | 6% |
| Bakers Equipment Repair | 156 | 4,402 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Baking Equipment | 601 | 3,588 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Baking Oven | 293 | 4,039 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Baking Supplies | 1,716 | 2,751 | 33 | 1,379 | 12 | 36% | 3 | 9% | 18 | 55% |
| Balancing Equipment | 141 | 4,453 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Balancing Service | 137 | 4,465 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Baling Equipment | 134 | 4,475 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Balloons Manned | 8,290 | 1,519 | 166 | 560 | 17 | 10% | 83 | 50% | 66 | 40% |
| Ballroom | 952 | 3,223 | 8 | 2,322 | 3 | 38% | 5 | 63% | 0 | 0% |
| Ballroom Dance Classes | 1,400 | 2,914 | 13 | 1,983 | 8 | 62% | 5 | 38% | 0 | 0% |
| Bamboo Products | 1,213 | 3,036 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Band Competitions | 45 | 4,883 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Band Shell | 7,892 | 1,547 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Bank | 515,098 | 49 | 11,008 | 9 | 10,597 | 96% | 380 | 3% | 31 | 0% |
| Bank Equipment | 3,197 | 2,259 | 28 | 1,476 | 27 | 96% | 0 | 0% | 1 | 4% |
| Banking Services | 30,441 | 719 | 1,600 | 94 | 1,532 | 96% | 67 | 4% | 1 | 0% |
| Bankruptcy and Tax Attorney | 6,201 | 1,736 | 7 | 2,415 | 5 | 71% | 2 | 29% | 0 | 0% |
| Bankruptcy Assistance | 10,319 | 1,365 | 21 | 1,665 | 10 | 48% | 8 | 38% | 3 | 14% |
| Bankruptcy Attorney | 87,769 | 310 | 115 | 718 | 100 | 87% | 11 | 10% | 4 | 3% |
| Bankruptcy Counseling | 2,675 | 2,404 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Banners | 43 | 4,910 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Banquet Facilities | 15,992 | 1,078 | 65 | 1,003 | 28 | 43% | 26 | 40% | 11 | 17% |
| Bar | 13,785 | 1,186 | 80 | 899 | 45 | 56% | 34 | 43% | 1 | 1% |
| Bar Accessories | 64 | 4,755 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Bar Coding | 8,374 | 1,510 | 10 | 2,159 | 6 | 60% | 3 | 30% | 1 | 10% |
| Bar Manufacturers | 173 | 4,355 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Bar Supplies | 834 | 3,338 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Barbecue | 3,903 | 2,111 | 57 | 1,070 | 53 | 93% | 4 | 7% | 0 | 0% |
| Barber | 19,321 | 953 | 87 | 851 | 35 | 40% | 47 | 54% | 5 | 6% |
| Barber Equipment | 701 | 3,462 | 2 | 3,199 | 1 | 50% | 0 | 0% | 1 | 50% |
| Barber School | 4,687 | 1,956 | 10 | 2,159 | 4 | 40% | 6 | 60% | 0 | 0% |
| Barber Supplies | 21 | 5,107 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Barge Lines | 513 | 3,699 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Barn Construction | 14,334 | 1,151 | 32 | 1,394 | 15 | 47% | 14 | 44% | 3 | 9% |
| Barn Supplies | 1,099 | 3,110 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Barometer | 5 | 5,311 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Barrel and Drums Equipment | 973 | 3,208 | 11 | 2,095 | 5 | 45% | 6 | 55% | 0 | 0% |
| Barrels | 1,766 | 2,726 | 12 | 2,038 | 6 | 50% | 5 | 42% | 1 | 8% |
| Barricade | 1,227 | 3,027 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Bartending School | 5,625 | 1,823 | 19 | 1,732 | 8 | 42% | 9 | 47% | 2 | 11% |
| Bartending Services | 6,358 | 1,722 | 14 | 1,924 | 3 | 21% | 9 | 64% | 2 | 14% |
| Base Metals | 230 | 4,188 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Baseball | 18 | 5,139 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Baseball Cards | 18,318 | 989 | 202 | 485 | 111 | 55% | 86 | 43% | 5 | 2% |
| Baseball Club | 6,080 | 1,749 | 26 | 1,524 | 17 | 65% | 9 | 35% | 0 | 0% |
| Basement Contractors | 23,699 | 833 | 52 | 1,116 | 39 | 75% | 7 | 13% | 6 | 12% |
| Basement Finishing | 10,356 | 1,361 | 10 | 2,159 | 9 | 90% | 1 | 10% | 0 | 0% |
| Basement Remodeling | 21,812 | 881 | 19 | 1,732 | 13 | 68% | 6 | 32% | 0 | 0% |
| Basement Waterproofing | 63,062 | 415 | 82 | 884 | 68 | 83% | 11 | 13% | 3 | 4% |
| Basketball Clubs | 2,330 | 2,506 | 19 | 1,732 | 12 | 63% | 7 | 37% | 0 | 0% |
| Baskets | 640 | 3,532 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Baskets Wholesale | 1,094 | 3,116 | 28 | 1,476 | 13 | 46% | 15 | 54% | 0 | 0% |
| Bat Removal | 3,839 | 2,122 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Batching Equipment | 45 | 4,883 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Bath Supplies | 8,194 | 1,530 | 26 | 1,524 | 19 | 73% | 5 | 19% | 2 | 8% |
| Bathroom Accessories | 11,033 | 1,322 | 36 | 1,325 | 22 | 61% | 11 | 31% | 3 | 8% |
| Bathroom Design | 300,037 | 83 | 360 | 323 | 244 | 68% | 111 | 31% | 5 | 1% |
| Bathroom Remodel | 146,695 | 201 | 215 | 458 | 162 | 75% | 52 | 24% | 1 | 0% |
| Baths | 11,864 | 1,281 | 33 | 1,379 | 30 | 91% | 2 | 6% | 1 | 3% |
| Bathtub Liners | 1,725 | 2,747 | 6 | 2,526 | 5 | 83% | 1 | 17% | 0 | 0% |
| Bathtub Refinishing | 40,676 | 588 | 79 | 905 | 46 | 58% | 32 | 41% | 1 | 1% |
| Bathtub Repair | 55,221 | 455 | 87 | 851 | 58 | 67% | 25 | 29% | 4 | 5% |
| Baton Twirling | 45 | 4,883 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Batteries | 3 | 5,363 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Battery Charging | 3,517 | 2,186 | 40 | 1,257 | 10 | 25% | 30 | 75% | 0 | 0% |
| Battery Manufacturers | 2,285 | 2,518 | 5 | 2,648 | 4 | 80% | 0 | 0% | 1 | 20% |
| Battery Rebuild | 2,654 | 2,412 | 8 | 2,322 | 6 | 75% | 2 | 25% | 0 | 0% |
| Battery Retail | 10,800 | 1,336 | 67 | 986 | 38 | 57% | 29 | 43% | 0 | 0% |
| Battery Storage Wholesale | 2,158 | 2,558 | 10 | 2,159 | 6 | 60% | 4 | 40% | 0 | 0% |
| Battery Supplies | 30,576 | 715 | 147 | 617 | 102 | 69% | 41 | 28% | 4 | 3% |
| Batting Cages | 1,503 | 2,855 | 8 | 2,322 | 6 | 75% | 1 | 13% | 1 | 13% |
| BBQ Supplies | 14,890 | 1,122 | 51 | 1,125 | 40 | 78% | 11 | 22% | 0 | 0% |
| Beach | 41 | 4,923 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Beads | 3,951 | 2,097 | 100 | 776 | 72 | 72% | 7 | 7% | 21 | 21% |
| Bearings | 3,135 | 2,274 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Beauty | 39 | 4,941 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Beauty Consultant | 6,604 | 1,695 | 64 | 1,015 | 32 | 50% | 25 | 39% | 7 | 11% |
| Beauty Equipment Repairs | 817 | 3,356 | 37 | 1,301 | 36 | 97% | 1 | 3% | 0 | 0% |
| Beauty Pageants | 10,286 | 1,370 | 18 | 1,764 | 9 | 50% | 9 | 50% | 0 | 0% |
| Beauty Salon | 212,289 | 130 | 1,330 | 117 | 728 | 55% | 540 | 41% | 62 | 5% |
| Beauty School | 29,676 | 729 | 111 | 732 | 67 | 60% | 37 | 33% | 7 | 6% |
| Beauty Supplies | 142,172 | 207 | 1,203 | 124 | 591 | 49% | 556 | 46% | 56 | 5% |
| Bed and Breakfast | 23,446 | 841 | 105 | 758 | 69 | 66% | 35 | 33% | 1 | 1% |
| Bed Bug Inspection | 1,965 | 2,636 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Bed Bug Removal | 13,591 | 1,194 | 13 | 1,983 | 11 | 85% | 2 | 15% | 0 | 0% |
| Bed Manufacturers | 2,459 | 2,469 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Bed Rental | 107 | 4,583 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Bed Sales | 36,632 | 626 | 319 | 347 | 300 | 94% | 19 | 6% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|---------------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Bed Wetting | 54 | 4,816 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Bedding | 47,330 | 526 | 280 | 382 | 218 | 78% | 54 | 19% | 8 | 3% |
| Bedspreads - Retail | 142 | 4,449 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Bee Removal | 3,676 | 2,157 | 13 | 1,983 | 8 | 62% | 5 | 38% | 0 | 0% |
| Beekeeper | 2,389 | 2,489 | 13 | 1,983 | 10 | 77% | 2 | 15% | 1 | 8% |
| Beekeeping Supplies | 2,065 | 2,599 | 26 | 1,524 | 6 | 23% | 20 | 77% | 0 | 0% |
| Beer and Ale | 2,881 | 2,340 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Beer Coil Cleaning Equipment | 60 | 4,776 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Beer Dispenser Equipment Repair | 498 | 3,716 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Beer Dispensing and Cooling Equipment | 1,026 | 3,169 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Behavioral Education | 5,735 | 1,799 | 15 | 1,888 | 13 | 87% | 2 | 13% | 0 | 0% |
| Bellows | 101 | 4,606 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Bells | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Belting Supplies | 878 | 3,293 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Bench Seat | 914 | 3,257 | 17 | 1,801 | 17 | 100% | 0 | 0% | 0 | 0% |
| Benches | 863 | 3,315 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Better Business Bureau | 4,978 | 1,913 | 112 | 729 | 30 | 27% | 35 | 31% | 47 | 42% |
| Beveled Glass | 6,919 | 1,647 | 14 | 1,924 | 6 | 43% | 8 | 57% | 0 | 0% |
| Beverage | 10,477 | 1,355 | 37 | 1,301 | 31 | 84% | 6 | 16% | 0 | 0% |
| Beverage Dispenser | 1,405 | 2,912 | 14 | 1,924 | 5 | 36% | 9 | 64% | 0 | 0% |
| Beverage Distribution | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Bias Binding | 77 | 4,695 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Bible | 777 | 3,391 | 5 | 2,648 | 5 | 100% | 0 | 0% | 0 | 0% |
| Bicycle Dealers | 36,186 | 632 | 196 | 502 | 137 | 70% | 54 | 28% | 5 | 3% |
| Bicycle Security Systems | 619 | 3,561 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Bid Report Service | 1,169 | 3,069 | 8 | 2,322 | 8 | 100% | 0 | 0% | 0 | 0% |
| Bike Rental | 1,849 | 2,688 | 36 | 1,325 | 29 | 81% | 5 | 14% | 2 | 6% |
| Bike Repair | 2,566 | 2,435 | 18 | 1,764 | 7 | 39% | 11 | 61% | 0 | 0% |
| Bill Paying Services | 39,702 | 600 | 300 | 369 | 294 | 98% | 6 | 2% | 0 | 0% |
| Billiard Supplies | 8,137 | 1,532 | 35 | 1,334 | 27 | 77% | 8 | 23% | 0 | 0% |
| Billing Services | 98,776 | 287 | 704 | 196 | 608 | 86% | 91 | 13% | 5 | 1% |
| Binder | 145 | 4,437 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Binoculars | 1,113 | 3,103 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Bins | 2,142 | 2,566 | 35 | 1,334 | 4 | 11% | 31 | 89% | 0 | 0% |
| Biochemicals | 1,448 | 2,889 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Biofeedback Therapy | 2,837 | 2,357 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Biofuel | 442 | 3,804 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Biological Products | 1,674 | 2,773 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Biomedical Products | 4,281 | 2,033 | 9 | 2,239 | 5 | 56% | 4 | 44% | 0 | 0% |
| Bird Control | 1,573 | 2,820 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Bird Supplies | 1,780 | 2,721 | 7 | 2,415 | 6 | 86% | 1 | 14% | 0 | 0% |
| Birth Control Information | 83 | 4,671 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Birthing Center | 1,581 | 2,817 | 11 | 2,095 | 8 | 73% | 3 | 27% | 0 | 0% |
| Bistro | 398 | 3,861 | 7 | 2,415 | 5 | 71% | 1 | 14% | 1 | 14% |
| Black Light Supplies | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Blacksmith | 1,058 | 3,139 | 5 | 2,648 | 2 | 40% | 3 | 60% | 0 | 0% |
| Blankets | 2,508 | 2,456 | 15 | 1,888 | 13 | 87% | 1 | 7% | 1 | 7% |
| Blasting Contractors | 2,174 | 2,552 | 4 | 2,778 | 0 | 0% | 4 | 100% | 0 | 0% |
| Blasting Equipment | 676 | 3,498 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Blasting Supplies | 10,911 | 1,328 | 10 | 2,159 | 4 | 40% | 6 | 60% | 0 | 0% |
| Bleachers | 442 | 3,804 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Blind Cleaning | 1,643 | 2,790 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Blinds | 42,946 | 562 | 171 | 547 | 103 | 60% | 57 | 33% | 11 | 6% |
| Blood Bank | 2,597 | 2,425 | 17 | 1,801 | 10 | 59% | 7 | 41% | 0 | 0% |
| Blow Dryer | 10 | 5,240 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|----------------------------------|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Blowers | 735 | 3,425 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Blueprinting | 1,512 | 2,848 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Blueprinting Supplies | 160 | 4,390 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Board of Trade | 52 | 4,832 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Boarding House | 3,034 | 2,297 | 10 | 2,159 | 6 | 60% | 4 | 40% | 0 | 0% |
| Boat Builders | 21,996 | 875 | 57 | 1,070 | 48 | 84% | 9 | 16% | 0 | 0% |
| Boat Cleaning | 1,414 | 2,903 | 5 | 2,648 | 4 | 80% | 1 | 20% | 0 | 0% |
| Boat Covers | 6,548 | 1,699 | 29 | 1,456 | 17 | 59% | 11 | 38% | 1 | 3% |
| Boat Dealers | 71,306 | 372 | 250 | 410 | 184 | 74% | 66 | 26% | 0 | 0% |
| Boat Equipment | 8 | 5,260 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Boat Launch | 283 | 4,064 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Boat Launching Sites | 69 | 4,733 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Boat Lifts | 3,276 | 2,237 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Boat Rentals | 7,170 | 1,623 | 50 | 1,133 | 26 | 52% | 24 | 48% | 0 | 0% |
| Boat Repair | 39,766 | 599 | 128 | 673 | 68 | 53% | 55 | 43% | 5 | 4% |
| Boat Storage | 3,264 | 2,243 | 11 | 2,095 | 6 | 55% | 5 | 45% | 0 | 0% |
| Boat Supplies | 21,858 | 878 | 50 | 1,133 | 25 | 50% | 24 | 48% | 1 | 2% |
| Boat Trailers | 3,526 | 2,184 | 9 | 2,239 | 3 | 33% | 6 | 67% | 0 | 0% |
| Boat Transportation | 2,251 | 2,528 | 9 | 2,239 | 3 | 33% | 6 | 67% | 0 | 0% |
| Boat Yard | 585 | 3,612 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Boating Club | 1,982 | 2,628 | 9 | 2,239 | 5 | 56% | 4 | 44% | 0 | 0% |
| Boating School | 1,013 | 3,177 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Boats | 65 | 4,753 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Body Care | 14,123 | 1,164 | 205 | 480 | 112 | 55% | 90 | 44% | 3 | 1% |
| Body Waxing | 2,976 | 2,312 | 25 | 1,552 | 17 | 68% | 8 | 32% | 0 | 0% |
| Boiler Rental | 107 | 4,583 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Boiler Repair | 5,203 | 1,873 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Boiler Sales | 1,438 | 2,896 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Boiler Supplies | 485 | 3,735 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Bond Insurance | 2,017 | 2,611 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Bonsai Nursery | 437 | 3,814 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Book Covers | 255 | 4,127 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Book Orders | 6,843 | 1,661 | 32 | 1,394 | 9 | 28% | 23 | 72% | 0 | 0% |
| Book Sales | 495 | 3,721 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Book, Compact Disc, and DVD Club | 13,236 | 1,216 | 93 | 815 | 69 | 74% | 17 | 18% | 7 | 8% |
| Bookbinding | 2,944 | 2,317 | 5 | 2,648 | 4 | 80% | 1 | 20% | 0 | 0% |
| Bookbinding Supplies | 273 | 4,084 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Bookcases | 258 | 4,122 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Bookkeeping Services | 77,952 | 349 | 66 | 992 | 27 | 41% | 31 | 47% | 8 | 12% |
| Boots | 7,343 | 1,598 | 26 | 1,524 | 16 | 62% | 9 | 35% | 1 | 4% |
| Bottle Caps | 39 | 4,941 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Bottle Return | 812 | 3,361 | 3 | 2,967 | 0 | 0% | 2 | 67% | 1 | 33% |
| Bottled Water | 7,058 | 1,637 | 23 | 1,601 | 14 | 61% | 9 | 39% | 0 | 0% |
| Bottled Water Companies | 32,578 | 679 | 702 | 197 | 688 | 98% | 12 | 2% | 2 | 0% |
| Bottleless Water Cooler | 837 | 3,335 | 14 | 1,924 | 3 | 21% | 11 | 79% | 0 | 0% |
| Bottlers Equipment | 865 | 3,313 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Bottles | 0 | 5,464 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Bounce House | 5,927 | 1,771 | 31 | 1,413 | 11 | 35% | 18 | 58% | 2 | 6% |
| Boutique | 87,222 | 313 | 1,069 | 138 | 261 | 24% | 735 | 69% | 73 | 7% |
| Boutique Fight Cancer Products | 617 | 3,564 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Bowling | 8,060 | 1,538 | 47 | 1,163 | 32 | 68% | 15 | 32% | 0 | 0% |
| Bowling Accessories | 681 | 3,490 | 6 | 2,526 | 1 | 17% | 5 | 83% | 0 | 0% |
| Bowling Lane Equipment | 343 | 3,952 | 5 | 2,648 | 0 | 0% | 5 | 100% | 0 | 0% |
| Bowling Lane Repair | 18 | 5,139 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Bowling Lessons | 36 | 4,978 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable To Pursue | % |
|-----------------------------------|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Box Dividers | 8 | 5,260 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Box Lunch | 30 | 5,019 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Box Making Equipment | 1,083 | 3,125 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Box Openers | 23 | 5,085 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Boxboard | 212 | 4,235 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Boxing Gym | 4,252 | 2,040 | 44 | 1,202 | 21 | 48% | 21 | 48% | 2 | 5% |
| Boy and Girl Organizations | 23 | 5,085 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Boys Clothing | 13,374 | 1,203 | 46 | 1,178 | 21 | 46% | 25 | 54% | 0 | 0% |
| Bra | 2,638 | 2,415 | 9 | 2,239 | 6 | 67% | 3 | 33% | 0 | 0% |
| Braids | 2,283 | 2,519 | 23 | 1,601 | 5 | 22% | 16 | 70% | 2 | 9% |
| Braille Supplies | 268 | 4,100 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Brake Equipment | 1,644 | 2,789 | 25 | 1,552 | 16 | 64% | 9 | 36% | 0 | 0% |
| Brake Fluid | 5 | 5,311 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Brake Lining | 134 | 4,475 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Brake Manufacturers | 292 | 4,042 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Brake Service | 28,461 | 746 | 306 | 361 | 216 | 71% | 85 | 28% | 5 | 2% |
| Brake Shoe Bonding and Exchanging | 112 | 4,545 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Brakes | 64 | 4,755 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Brand Development | 16,756 | 1,051 | 55 | 1,091 | 28 | 51% | 27 | 49% | 0 | 0% |
| Branding Tools | 128 | 4,487 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Brass | 252 | 4,135 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Brass Fabrication | 44 | 4,896 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Brass Products | 498 | 3,716 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Brazing | 30 | 5,019 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Breakfast | 1,774 | 2,723 | 25 | 1,552 | 9 | 36% | 15 | 60% | 1 | 4% |
| Breakfast Nooks | 27 | 5,042 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Breast Implants | 199 | 4,279 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Breastfeeding | 3,057 | 2,291 | 21 | 1,665 | 21 | 100% | 0 | 0% | 0 | 0% |
| Brew Pub | 2,710 | 2,393 | 15 | 1,888 | 7 | 47% | 7 | 47% | 1 | 7% |
| Brewers | 4,404 | 2,006 | 16 | 1,851 | 12 | 75% | 3 | 19% | 1 | 6% |
| Brewing Supplies | 1,556 | 2,830 | 21 | 1,665 | 2 | 10% | 19 | 90% | 0 | 0% |
| Brick Pizza Oven | 462 | 3,771 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Brick Preservative | 587 | 3,606 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Bridal & Millinery Supplies | 157 | 4,400 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Bridal Gown Preservation | 194 | 4,297 | 2 | 3,199 | 0 | 0% | 1 | 50% | 1 | 50% |
| Bridal Registry | 594 | 3,597 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Bridal Shops | 13,579 | 1,195 | 97 | 792 | 65 | 67% | 29 | 30% | 3 | 3% |
| Bridge Builder | 2,185 | 2,547 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Bridge Club | 61 | 4,768 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Bridge Operator | 478 | 3,747 | 14 | 1,924 | 14 | 100% | 0 | 0% | 0 | 0% |
| Broaching | 41 | 4,923 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Broadcast Companies | 12 | 5,217 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Broadcast Schools | 2,904 | 2,333 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Broken Glass | 1,396 | 2,918 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Bronze | 1,073 | 3,130 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Bronze Powder | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Bronze Tablet | 37 | 4,966 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Bronzing | 804 | 3,370 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Broom Manufacturers | 197 | 4,285 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Brooms | 104 | 4,593 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Brush Control | 284 | 4,061 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Brush Hogging | 265 | 4,109 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Brush Manufacturers | 166 | 4,372 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Brushes | 476 | 3,751 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Buckets | 86 | 4,660 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|-----------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Buckles | 362 | 3,919 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Buffing and Polishing Equipment | 596 | 3,595 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Builders Hardware | 2,532 | 2,447 | 14 | 1,924 | 10 | 71% | 4 | 29% | 0 | 0% |
| Building and Construction | 682 | 3,489 | 6 | 2,526 | 1 | 17% | 5 | 83% | 0 | 0% |
| Building Construction Consultants | 29,393 | 734 | 39 | 1,271 | 17 | 44% | 22 | 56% | 0 | 0% |
| Building Contractors | 594,881 | 41 | 619 | 216 | 342 | 55% | 259 | 42% | 18 | 3% |
| Building Envelope Restoration | 1,327 | 2,966 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Building Inspector | 29,243 | 738 | 33 | 1,379 | 21 | 64% | 12 | 36% | 0 | 0% |
| Building Materials | 167,755 | 181 | 3,450 | 45 | 3,366 | 98% | 80 | 2% | 4 | 0% |
| Building Metal | 54,296 | 466 | 87 | 851 | 59 | 68% | 24 | 28% | 4 | 5% |
| Building Permits | 1,775 | 2,722 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Building Restoration | 47,120 | 527 | 72 | 948 | 36 | 50% | 33 | 46% | 3 | 4% |
| Bulbs | 8,963 | 1,461 | 29 | 1,456 | 18 | 62% | 10 | 34% | 1 | 3% |
| Bulk Food Store | 21,418 | 892 | 164 | 569 | 106 | 65% | 58 | 35% | 0 | 0% |
| Bull Riding | 59 | 4,783 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Bulldozer | 810 | 3,364 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Bullet-Resistant Equipment | 683 | 3,486 | 6 | 2,526 | 1 | 17% | 4 | 67% | 1 | 17% |
| Bulletin Board | 19,728 | 943 | 105 | 758 | 104 | 99% | 1 | 1% | 0 | 0% |
| Bullion Coin Dealers | 28,064 | 754 | 73 | 935 | 63 | 86% | 10 | 14% | 0 | 0% |
| Burglar Alarm Systems | 427,628 | 59 | 5,235 | 25 | 5,066 | 97% | 155 | 3% | 14 | 0% |
| Burial Assistance | 790 | 3,381 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Burial Vaults | 953 | 3,222 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Burlap | 21 | 5,107 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Bus Body | 87 | 4,657 | 2 | 3,199 | 0 | 0% | 1 | 50% | 1 | 50% |
| Bus Line Tickets | 873 | 3,297 | 17 | 1,801 | 13 | 76% | 4 | 24% | 0 | 0% |
| Bus Lines | 23,010 | 850 | 862 | 167 | 785 | 91% | 71 | 8% | 6 | 1% |
| Bus Manufacturers | 318 | 3,990 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Bus Parts | 275 | 4,081 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Bus Rental | 1,080 | 3,128 | 8 | 2,322 | 2 | 25% | 6 | 75% | 0 | 0% |
| Bus Service | 465 | 3,766 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Bushings | 56 | 4,802 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Business Associations | 35,814 | 637 | 109 | 744 | 94 | 86% | 10 | 9% | 5 | 5% |
| Business Brokers | 32,048 | 690 | 28 | 1,476 | 10 | 36% | 17 | 61% | 1 | 4% |
| Business Coach | 49,259 | 506 | 118 | 708 | 74 | 63% | 43 | 36% | 1 | 1% |
| Business Consultant | 309,424 | 81 | 416 | 289 | 292 | 70% | 108 | 26% | 16 | 4% |
| Business Credit Builder | 18,886 | 970 | 39 | 1,271 | 35 | 90% | 4 | 10% | 0 | 0% |
| Business Form Printer | 7,840 | 1,551 | 30 | 1,431 | 20 | 67% | 10 | 33% | 0 | 0% |
| Business Forms and Systems | 32,856 | 676 | 34 | 1,362 | 21 | 62% | 12 | 35% | 1 | 3% |
| Business Law Attorney | 31,330 | 698 | 24 | 1,578 | 22 | 92% | 1 | 4% | 1 | 4% |
| Business Opportunities | 125,876 | 230 | 185 | 518 | 149 | 81% | 32 | 17% | 4 | 2% |
| Business Plan | 4,357 | 2,016 | 11 | 2,095 | 3 | 27% | 2 | 18% | 6 | 55% |
| Business Process Management | 16,361 | 1,061 | 1,138 | 133 | 1,131 | 99% | 6 | 1% | 1 | 0% |
| Business Promotion | 18,782 | 975 | 60 | 1,042 | 33 | 55% | 25 | 42% | 2 | 3% |
| Business School | 246,770 | 105 | 524 | 240 | 377 | 72% | 116 | 22% | 31 | 6% |
| Business Services | 171,609 | 178 | 593 | 221 | 298 | 50% | 246 | 41% | 49 | 8% |
| Business Travel | 18,648 | 980 | 69 | 967 | 49 | 71% | 20 | 29% | 0 | 0% |
| Business Writer | 2,714 | 2,391 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Butchering Supplies | 343 | 3,952 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Butler Service | 15,487 | 1,100 | 46 | 1,178 | 20 | 43% | 25 | 54% | 1 | 2% |
| Butter | 118 | 4,524 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Button Manufacturers | 1,406 | 2,911 | 37 | 1,301 | 4 | 11% | 31 | 84% | 2 | 5% |
| Buttons | 84 | 4,668 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Buying Clubs | 59,779 | 431 | 489 | 261 | 461 | 94% | 25 | 5% | 3 | 1% |
| Cabanas | 295 | 4,034 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Cabin rentals | 23,499 | 839 | 160 | 579 | 120 | 75% | 28 | 18% | 12 | 8% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|-----------------------------|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Cabinet Doors | 3,788 | 2,130 | 35 | 1,334 | 22 | 63% | 13 | 37% | 0 | 0% |
| Cabinet Hardware | 2,305 | 2,512 | 6 | 2,526 | 3 | 50% | 3 | 50% | 0 | 0% |
| Cabinet Maker | 20,435 | 921 | 59 | 1,046 | 33 | 56% | 24 | 41% | 2 | 3% |
| Cabinet Manufacturers | 74,613 | 361 | 135 | 654 | 84 | 62% | 43 | 32% | 8 | 6% |
| Cabinet Organizers | 811 | 3,362 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Cabinet Refacing | 1,173 | 3,066 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Cabinet Refinishing | 13,522 | 1,198 | 12 | 2,038 | 4 | 33% | 8 | 67% | 0 | 0% |
| Cabinet Supplies | 10,416 | 1,358 | 35 | 1,334 | 18 | 51% | 17 | 49% | 0 | 0% |
| Cabinets | 140,763 | 209 | 375 | 318 | 179 | 48% | 181 | 48% | 15 | 4% |
| Cable Contractors | 22,932 | 852 | 155 | 591 | 78 | 50% | 76 | 49% | 1 | 1% |
| Cable Installation | 48,626 | 515 | 513 | 247 | 379 | 74% | 124 | 24% | 10 | 2% |
| Cable Splicing | 860 | 3,319 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Cable TV | 253,255 | 100 | 32,789 | 2 | 32,508 | 99% | 259 | 1% | 22 | 0% |
| Cable, Internet and Radio | 40 | 4,930 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Caissons | 10 | 5,240 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Cake Decorating Supplies | 1,774 | 2,723 | 9 | 2,239 | 2 | 22% | 5 | 56% | 2 | 22% |
| Calculating Service | 56 | 4,802 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Calculator | 666 | 3,507 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Calendars | 5,521 | 1,837 | 33 | 1,379 | 33 | 100% | 0 | 0% | 0 | 0% |
| Call Center | 43,772 | 553 | 51 | 1,125 | 35 | 69% | 16 | 31% | 0 | 0% |
| Calligrapher | 538 | 3,663 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Cam Grinding | 27 | 5,042 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Camp | 15,384 | 1,105 | 59 | 1,046 | 27 | 46% | 31 | 53% | 1 | 2% |
| Camper Dealers | 15,732 | 1,087 | 86 | 869 | 57 | 66% | 29 | 34% | 0 | 0% |
| Camper Parts | 729 | 3,432 | 12 | 2,038 | 5 | 42% | 7 | 58% | 0 | 0% |
| Camper Rental | 1,675 | 2,772 | 15 | 1,888 | 9 | 60% | 6 | 40% | 0 | 0% |
| Camper Repair | 2,009 | 2,616 | 14 | 1,924 | 7 | 50% | 6 | 43% | 1 | 7% |
| Campgrounds | 48,605 | 516 | 252 | 405 | 197 | 78% | 53 | 21% | 2 | 1% |
| Camping Equipment | 13,098 | 1,224 | 1,224 | 123 | 64 | 5% | 589 | 48% | 571 | 47% |
| Camping Equipment Rentals | 60 | 4,776 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Camping Trailer | 14,182 | 1,158 | 66 | 992 | 51 | 77% | 14 | 21% | 1 | 2% |
| Can Manufacturing Machinery | 35 | 4,985 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Canada Debt Settlement | 2,148 | 2,561 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Candle Making Supplies | 1,559 | 2,826 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Candles | 25,371 | 800 | 213 | 466 | 48 | 23% | 164 | 77% | 1 | 0% |
| Candy | 15,101 | 1,113 | 145 | 619 | 52 | 36% | 92 | 63% | 1 | 1% |
| Canes | 1,539 | 2,837 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Caning | 51 | 4,840 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Caning Supplies | 74 | 4,711 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Canner | 127 | 4,490 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Canner Supplies | 48 | 4,861 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Canoeing | 904 | 3,268 | 5 | 2,648 | 1 | 20% | 4 | 80% | 0 | 0% |
| Canopies | 43 | 4,910 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Cans | 425 | 3,833 | 4 | 2,778 | 0 | 0% | 4 | 100% | 0 | 0% |
| Canvases | 8,739 | 1,482 | 35 | 1,334 | 31 | 89% | 3 | 9% | 1 | 3% |
| Cap and Gown | 1,793 | 2,712 | 5 | 2,648 | 2 | 40% | 3 | 60% | 0 | 0% |
| Capacitors | 70 | 4,725 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Car Bumpers | 6,808 | 1,667 | 33 | 1,379 | 22 | 67% | 11 | 33% | 0 | 0% |
| Car Buying | 30,271 | 721 | 64 | 1,015 | 41 | 64% | 20 | 31% | 3 | 5% |
| Car Dealers | 14,420 | 1,147 | 157 | 586 | 124 | 79% | 33 | 21% | 0 | 0% |
| Car Decals | 4,916 | 1,919 | 23 | 1,601 | 7 | 30% | 14 | 61% | 2 | 9% |
| Car Dent Repair | 33,150 | 672 | 36 | 1,325 | 26 | 72% | 10 | 28% | 0 | 0% |
| Car Differential | 704 | 3,454 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Car Diffuser | 769 | 3,396 | 9 | 2,239 | 5 | 56% | 4 | 44% | 0 | 0% |
| Car Hand Controls | 609 | 3,576 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Car Heater | 206 | 4,259 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Car Pool | 58 | 4,791 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Car Racing Equipment | 30,004 | 727 | 101 | 772 | 64 | 63% | 37 | 37% | 0 | 0% |
| Car Restoration | 27,039 | 771 | 82 | 884 | 47 | 57% | 32 | 39% | 3 | 4% |
| Car Rust Proofing | 4,799 | 1,937 | 19 | 1,732 | 18 | 95% | 1 | 5% | 0 | 0% |
| Car Service | 168,520 | 180 | 583 | 224 | 557 | 96% | 25 | 4% | 1 | 0% |
| Car Sound Systems | 13,664 | 1,190 | 97 | 792 | 69 | 71% | 27 | 28% | 1 | 1% |
| Car Springs | 2,541 | 2,445 | 13 | 1,983 | 8 | 62% | 5 | 38% | 0 | 0% |
| Car Steam Cleaning | 638 | 3,535 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Car Stereos | 24,681 | 816 | 151 | 605 | 98 | 65% | 52 | 34% | 1 | 1% |
| Car Transportation | 11,459 | 1,297 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Car Tune-Up | 1,918 | 2,655 | 31 | 1,413 | 12 | 39% | 19 | 61% | 0 | 0% |
| Car Upholstery Cleaning | 1,449 | 2,888 | 7 | 2,415 | 2 | 29% | 5 | 71% | 0 | 0% |
| Car Wash | 84,739 | 320 | 1,603 | 93 | 923 | 58% | 605 | 38% | 75 | 5% |
| Car Wash Equipment | 2,419 | 2,479 | 12 | 2,038 | 3 | 25% | 8 | 67% | 1 | 8% |
| Car Window Tinting | 42,738 | 566 | 155 | 591 | 75 | 48% | 75 | 48% | 5 | 3% |
| Carbide | 131 | 4,482 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Carbide Metal | 234 | 4,178 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Carbon Monoxide Detector | 249 | 4,139 | 17 | 1,801 | 15 | 88% | 2 | 12% | 0 | 0% |
| Carbon Products | 364 | 3,917 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Carbonic Gas | 234 | 4,178 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Carburetors | 2,236 | 2,531 | 14 | 1,924 | 8 | 57% | 6 | 43% | 0 | 0% |
| Card Access Systems | 148 | 4,430 | 2 | 3,199 | 1 | 50% | 0 | 0% | 1 | 50% |
| Cardboard | 47 | 4,868 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Cardio-phlebotomy Training and Certification | 342 | 3,957 | 5 | 2,648 | 2 | 40% | 3 | 60% | 0 | 0% |
| Cardiologist | 4,631 | 1,971 | 24 | 1,578 | 17 | 71% | 7 | 29% | 0 | 0% |
| Cards and Gifts | 14 | 5,188 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Career Counseling | 26,422 | 780 | 24 | 1,578 | 14 | 58% | 8 | 33% | 2 | 8% |
| Caregiver Resources | 3,357 | 2,225 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Cargo Container | 15,009 | 1,116 | 42 | 1,232 | 22 | 52% | 18 | 43% | 2 | 5% |
| Cargo Stabilizing Devices | 189 | 4,317 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Cargo Surveyor | 41 | 4,923 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Carnival | 951 | 3,225 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Carnival Supplies | 64 | 4,755 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Carpenter | 102,957 | 275 | 141 | 631 | 44 | 31% | 90 | 64% | 7 | 5% |
| Carpet and Rug Binding | 386 | 3,880 | 5 | 2,648 | 3 | 60% | 1 | 20% | 1 | 20% |
| Carpet and Rug Cleaners | 417,773 | 62 | 808 | 174 | 545 | 67% | 243 | 30% | 20 | 2% |
| Carpet and Rug Cleaning Equipment and Supplies | 5,268 | 1,863 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Carpet and Rug Cleaning Equipment Rental | 629 | 3,550 | 4 | 2,778 | 3 | 75% | 0 | 0% | 1 | 25% |
| Carpet and Rug Repair | 5,889 | 1,778 | 8 | 2,322 | 2 | 25% | 6 | 75% | 0 | 0% |
| Carpet and Rugs | 121 | 4,512 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Carpet Binding Machines | 288 | 4,051 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Carpet Cleaning | 534 | 3,669 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Carpet Dyers | 641 | 3,531 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Carpet Installation | 7,223 | 1,615 | 31 | 1,413 | 6 | 19% | 24 | 77% | 1 | 3% |
| Carpet Layers | 18,857 | 971 | 44 | 1,202 | 18 | 41% | 20 | 45% | 6 | 14% |
| Carpet Layers Supplies | 625 | 3,554 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Carpet Manufacturers | 20,450 | 920 | 56 | 1,082 | 51 | 91% | 5 | 9% | 0 | 0% |
| Carpet Measuring | 44 | 4,896 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Carpet Pads | 2,897 | 2,335 | 6 | 2,526 | 5 | 83% | 1 | 17% | 0 | 0% |
| Carpet Rental | 81 | 4,678 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Carpet Workroom | 68 | 4,737 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Carport | 54,081 | 468 | 250 | 410 | 206 | 82% | 44 | 18% | 0 | 0% |
| Carry Out Food | 30,613 | 714 | 393 | 304 | 213 | 54% | 177 | 45% | 3 | 1% |
| Cash Registers | 3,044 | 2,293 | 5 | 2,648 | 1 | 20% | 4 | 80% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

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|---|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Casino | 19,709 | 944 | 210 | 473 | 154 | 73% | 56 | 27% | 0 | 0% |
| Caskets | 6,073 | 1,751 | 18 | 1,764 | 11 | 61% | 6 | 33% | 1 | 6% |
| Cast Stone | 2,221 | 2,538 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Casters | 746 | 3,417 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Cat Breeders | 7,168 | 1,624 | 22 | 1,641 | 6 | 27% | 13 | 59% | 3 | 14% |
| Catalog Designers | 478 | 3,747 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Catalog Shopping | 381,068 | 71 | 3,315 | 49 | 2,958 | 89% | 342 | 10% | 15 | 0% |
| Catalog Showroom | 3,163 | 2,264 | 26 | 1,524 | 24 | 92% | 2 | 8% | 0 | 0% |
| Caterer | 91,671 | 303 | 189 | 512 | 79 | 42% | 101 | 53% | 9 | 5% |
| Catering Equipment | 454 | 3,782 | 2 | 3,199 | 1 | 50% | 0 | 0% | 1 | 50% |
| Caulking Contractors | 5,898 | 1,777 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Caulking Materials | 219 | 4,221 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Caves | 38 | 4,957 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| CD Duplication | 13,568 | 1,196 | 27 | 1,507 | 23 | 85% | 4 | 15% | 0 | 0% |
| CD Player Repair | 142 | 4,449 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Ceiling Cleaning | 836 | 3,336 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Ceiling Contractors | 8,319 | 1,516 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Ceiling Materials | 932 | 3,239 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Cell Material | 1,453 | 2,886 | 23 | 1,601 | 4 | 17% | 15 | 65% | 4 | 17% |
| Cell Phone Equipment | 22,032 | 873 | 381 | 314 | 238 | 62% | 133 | 35% | 10 | 3% |
| Cell Phone Supplies | 269,146 | 92 | 32,559 | 3 | 32,020 | 98% | 498 | 2% | 41 | 0% |
| Cellar Doors | 1,400 | 2,914 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Cellulite Treatment | 258 | 4,122 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Cement | 1,910 | 2,662 | 4 | 2,778 | 1 | 25% | 2 | 50% | 1 | 25% |
| Cement Manufacturers | 1,115 | 3,100 | 5 | 2,648 | 2 | 40% | 3 | 60% | 0 | 0% |
| Cemetery | 17,682 | 1,014 | 121 | 698 | 83 | 69% | 37 | 31% | 1 | 1% |
| Cemetery Equipment | 2,006 | 2,618 | 16 | 1,851 | 9 | 56% | 7 | 44% | 0 | 0% |
| Cemetery Supplies | 9 | 5,248 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Centrifuge | 92 | 4,636 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Ceramic Tile Contractors | 123,292 | 238 | 164 | 569 | 78 | 48% | 80 | 49% | 6 | 4% |
| Ceramic Tile Dealers | 158 | 4,395 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Ceramic Tile Manufacturers | 4,855 | 1,929 | 12 | 2,038 | 7 | 58% | 5 | 42% | 0 | 0% |
| Ceramics Supplies | 1,558 | 2,828 | 10 | 2,159 | 6 | 60% | 4 | 40% | 0 | 0% |
| Cereal | 116 | 4,532 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Chain Letter | 1,772 | 2,725 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Chain Link Fence Contractors | 5,564 | 1,829 | 21 | 1,665 | 9 | 43% | 12 | 57% | 0 | 0% |
| Chains | 519 | 3,690 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Chair Rental | 6,690 | 1,686 | 14 | 1,924 | 8 | 57% | 5 | 36% | 1 | 7% |
| Chalkboard | 109 | 4,575 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Chamber of Commerce | 182,269 | 160 | 10 | 2,159 | 8 | 80% | 2 | 20% | 0 | 0% |
| Change Machine | 197 | 4,285 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Changing Tires | 409 | 3,849 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Charcoal | 1,029 | 3,165 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Charity - Advertising for Publications | 688 | 3,479 | 12 | 2,038 | 6 | 50% | 6 | 50% | 0 | 0% |
| Charity - American Indian | 746 | 3,417 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Charity - Animal Protection | 18,133 | 996 | 35 | 1,334 | 25 | 71% | 10 | 29% | 0 | 0% |
| Charity - Arts & Culture | 5,675 | 1,814 | 14 | 1,924 | 9 | 64% | 5 | 36% | 0 | 0% |
| Charity - Cancer | 12,860 | 1,233 | 6 | 2,526 | 5 | 83% | 1 | 17% | 0 | 0% |
| Charity - Child Sponsorship | 1,135 | 3,092 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Charity - Children & Youth | 21,187 | 899 | 17 | 1,801 | 9 | 53% | 8 | 47% | 0 | 0% |
| Charity - Civil Rights | 1,029 | 3,165 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Charity - Community Development & Civic Organizations | 14,021 | 1,172 | 22 | 1,641 | 17 | 77% | 5 | 23% | 0 | 0% |
| Charity - Education & Literacy | 9,186 | 1,439 | 21 | 1,665 | 14 | 67% | 7 | 33% | 0 | 0% |
| Charity - Elderly | 4,046 | 2,082 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Charity - Environment | 4,275 | 2,035 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Charity - Health | 15,768 | 1,085 | 97 | 792 | 76 | 78% | 21 | 22% | 0 | 0% |
| Charity - Human Services (i.e. assistance to individuals & families) | 47,085 | 528 | 81 | 892 | 67 | 83% | 14 | 17% | 0 | 0% |
| Charity - Law & Public Interest | 4,328 | 2,023 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Charity - Local | 118,175 | 244 | 215 | 458 | 152 | 71% | 63 | 29% | 0 | 0% |
| Charity - National | 31,157 | 705 | 13 | 1,983 | 11 | 85% | 2 | 15% | 0 | 0% |
| Charity - Other Charitable Organizations | 8,165 | 1,531 | 37 | 1,301 | 18 | 49% | 11 | 30% | 8 | 22% |
| Charity - Police & Firefighter Organizations | 6,845 | 1,660 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Charity - Relief & Development | 2,235 | 2,532 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Charity - Religious | 8,738 | 1,483 | 6 | 2,526 | 3 | 50% | 3 | 50% | 0 | 0% |
| Charity - Veterans & Military | 13,400 | 1,202 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Charity - Blind & Visually Impaired | 1,082 | 3,127 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Charity Foundations | 20,268 | 924 | 21 | 1,665 | 20 | 95% | 0 | 0% | 1 | 5% |
| Charter Boat | 10,508 | 1,353 | 39 | 1,271 | 22 | 56% | 17 | 44% | 0 | 0% |
| Charter Bus | 37,401 | 623 | 171 | 547 | 92 | 54% | 77 | 45% | 2 | 1% |
| Charts | 134 | 4,475 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Chauffeur | 2,127 | 2,575 | 8 | 2,322 | 3 | 38% | 5 | 63% | 0 | 0% |
| Check Cashing Protection Systems | 5,545 | 1,833 | 55 | 1,091 | 51 | 93% | 4 | 7% | 0 | 0% |
| Check Cashing Services | 54,518 | 463 | 257 | 401 | 205 | 80% | 47 | 18% | 5 | 2% |
| Check Printing | 78,530 | 343 | 70 | 958 | 69 | 99% | 0 | 0% | 1 | 1% |
| Check Protection | 859 | 3,320 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Check Recovery Service | 6,024 | 1,761 | 12 | 2,038 | 10 | 83% | 1 | 8% | 1 | 8% |
| Checking Advertising | 214 | 4,231 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Checkweigher | 1,510 | 2,849 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Cheerleading Classes | 2,921 | 2,324 | 21 | 1,665 | 11 | 52% | 10 | 48% | 0 | 0% |
| Cheese | 1,791 | 2,715 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Chemical Milling | 149 | 4,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Chemical Plant Equipment | 1,259 | 3,005 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Chemical Production | 1,665 | 2,781 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Chemicals | 16,732 | 1,052 | 30 | 1,431 | 22 | 73% | 8 | 27% | 0 | 0% |
| Chess Instruction | 435 | 3,817 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Child Advocacy Lawyer | 279 | 4,073 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Child Care Centers | 191,833 | 150 | 396 | 302 | 256 | 65% | 132 | 33% | 8 | 2% |
| Child Care Referral | 6,724 | 1,677 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Child Care Services | 161 | 4,387 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Child Counselor | 48 | 4,861 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Child Support Enforcement | 2,141 | 2,567 | 7 | 2,415 | 6 | 86% | 1 | 14% | 0 | 0% |
| Childproofing | 367 | 3,910 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Children and Infants | 0 | 5,464 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Children Dentist | 14,049 | 1,169 | 81 | 892 | 62 | 77% | 19 | 23% | 0 | 0% |
| Children's Clothing Stores | 63,257 | 414 | 565 | 228 | 423 | 75% | 117 | 21% | 25 | 4% |
| Childrens Parties | 1,994 | 2,623 | 9 | 2,239 | 3 | 33% | 6 | 67% | 0 | 0% |
| Childrens Play Programs Instruction | 3,298 | 2,234 | 12 | 2,038 | 2 | 17% | 10 | 83% | 0 | 0% |
| Childrens' Furniture | 12,828 | 1,235 | 108 | 747 | 76 | 70% | 27 | 25% | 5 | 5% |
| Chimes | 1,864 | 2,683 | 18 | 1,764 | 5 | 28% | 13 | 72% | 0 | 0% |
| Chimney | 6 | 5,290 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Chimney Cleaning | 143,744 | 205 | 189 | 512 | 119 | 63% | 65 | 34% | 5 | 3% |
| Chimney Cleaning Equipment | 1,686 | 2,768 | 7 | 2,415 | 2 | 29% | 5 | 71% | 0 | 0% |
| Chimney Liners | 433 | 3,819 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Chimney Repair | 74,556 | 362 | 111 | 732 | 64 | 58% | 43 | 39% | 4 | 4% |
| Chimney Sweeper | 14,587 | 1,140 | 25 | 1,552 | 16 | 64% | 9 | 36% | 0 | 0% |
| China Repair | 1,426 | 2,898 | 10 | 2,159 | 4 | 40% | 6 | 60% | 0 | 0% |
| China Wholesale | 392 | 3,869 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Chinese Food | 846 | 3,330 | 9 | 2,239 | 4 | 44% | 5 | 56% | 0 | 0% |
| Chiropractor Information Bureaus | 214 | 4,231 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Chiropractor Equipment | 3,135 | 2,274 | 5 | 2,648 | 5 | 100% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|---------------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Chiropractors D.C. | 130,222 | 222 | 279 | 384 | 214 | 77% | 60 | 22% | 5 | 2% |
| Chlorinator | 72 | 4,719 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Chocolate | 1,929 | 2,649 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Choir | 20 | 5,116 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Choreographer | 6 | 5,290 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Christian Science Practitioner | 17 | 5,155 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Christian Science Reading Room | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Christmas Decorations | 103 | 4,599 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Christmas Lights | 13,362 | 1,205 | 40 | 1,257 | 27 | 68% | 13 | 33% | 0 | 0% |
| Christmas Tree | 14,128 | 1,163 | 156 | 588 | 88 | 56% | 68 | 44% | 0 | 0% |
| Chucks | 24 | 5,070 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Church Furniture | 959 | 3,218 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Church Supplies | 1,705 | 2,756 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Churches | 17,823 | 1,008 | 20 | 1,692 | 11 | 55% | 7 | 35% | 2 | 10% |
| Chute Cleaning | 63 | 4,762 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Cigarette Lighter | 4,739 | 1,948 | 13 | 1,983 | 5 | 38% | 8 | 62% | 0 | 0% |
| Cigars and Cigar Accessories | 2,237 | 2,529 | 14 | 1,924 | 2 | 14% | 12 | 86% | 0 | 0% |
| Cinder | 21 | 5,107 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Circuit Breaker | 451 | 3,786 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Circular Distributing Services | 3,862 | 2,118 | 37 | 1,301 | 26 | 70% | 10 | 27% | 1 | 3% |
| Circulating Library | 28 | 5,034 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Circulation Audit | 47 | 4,868 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Circus Animal Foods | 405 | 3,855 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Circus Animal Transportation | 905 | 3,267 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Circus Companies | 6,294 | 1,730 | 24 | 1,578 | 18 | 75% | 6 | 25% | 0 | 0% |
| Circus Supplies | 264 | 4,110 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Cistern Builders | 212 | 4,235 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Citizen Band Radios | 1,116 | 3,099 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| City Government | 3,952 | 2,096 | 45 | 1,189 | 33 | 73% | 12 | 27% | 0 | 0% |
| City Planners | 378 | 3,893 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Civil Engineer | 28,197 | 751 | 14 | 1,924 | 10 | 71% | 4 | 29% | 0 | 0% |
| Civil Lawyer | 7,908 | 1,545 | 35 | 1,334 | 3 | 9% | 31 | 89% | 1 | 3% |
| Clamps | 137 | 4,465 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Class Action Settlement Administrator | 12,622 | 1,250 | 27 | 1,507 | 19 | 70% | 8 | 30% | 0 | 0% |
| Classic Car Dealers | 46,731 | 532 | 87 | 851 | 49 | 56% | 38 | 44% | 0 | 0% |
| Clay | 21 | 5,107 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Clay Bricks | 4,924 | 1,917 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Clay Products | 318 | 3,990 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Clean Room Facility | 212 | 4,235 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Clean Room Installation | 545 | 3,653 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Clean Up Services | 8,064 | 1,537 | 16 | 1,851 | 9 | 56% | 6 | 38% | 1 | 6% |
| Cleaners and Dyers Equipment | 411 | 3,846 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Cleaners and Dyers Supplies | 26 | 5,053 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Cleaning Compounds | 3,826 | 2,124 | 27 | 1,507 | 21 | 78% | 5 | 19% | 1 | 4% |
| Cleaning Leather | 1,249 | 3,013 | 6 | 2,526 | 3 | 50% | 3 | 50% | 0 | 0% |
| Cleaning Services | 246,559 | 106 | 501 | 255 | 287 | 57% | 197 | 39% | 17 | 3% |
| Cleaning Supplies | 25,150 | 806 | 88 | 848 | 54 | 61% | 31 | 35% | 3 | 3% |
| Cleaning Supplies by Internet | 4,808 | 1,936 | 17 | 1,801 | 7 | 41% | 10 | 59% | 0 | 0% |
| Cleaning Supplies by Mail | 1,470 | 2,872 | 7 | 2,415 | 6 | 86% | 1 | 14% | 0 | 0% |
| Cleaning Supplies Sales | 12,122 | 1,269 | 23 | 1,601 | 13 | 57% | 9 | 39% | 1 | 4% |
| Cleaning Systems | 3,013 | 2,302 | 3 | 2,967 | 1 | 33% | 1 | 33% | 1 | 33% |
| Clergy | 472 | 3,756 | 1 | 3,539 | 0 | 0% | 0 | 0% | 1 | 100% |
| Clinic | 117,297 | 248 | 886 | 161 | 605 | 68% | 272 | 31% | 9 | 1% |
| Clipping Service | 91 | 4,641 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Clock Components | 185 | 4,326 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Clock Dealers | 5,759 | 1,794 | 28 | 1,476 | 23 | 82% | 5 | 18% | 0 | 0% |
| Clock Repair | 19,262 | 958 | 91 | 829 | 49 | 54% | 35 | 38% | 7 | 8% |
| Closed Circuit TV | 1,008 | 3,178 | 5 | 2,648 | 1 | 20% | 4 | 80% | 0 | 0% |
| Closet Organizers | 22,744 | 855 | 58 | 1,058 | 41 | 71% | 13 | 22% | 4 | 7% |
| Cloth Cutting | 53 | 4,822 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Clothes Hangers | 436 | 3,816 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Clothes Pressing Machine | 61 | 4,768 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Clothing | 636,726 | 36 | 4,963 | 27 | 2,792 | 56% | 2,050 | 41% | 121 | 2% |
| Clothing Alterations | 19,760 | 941 | 97 | 792 | 43 | 44% | 45 | 46% | 9 | 9% |
| Clothing Lining | 118 | 4,524 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Cloud Services | 647 | 3,527 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Clubs and Organizations | 25,660 | 793 | 119 | 706 | 61 | 51% | 35 | 29% | 23 | 19% |
| Clutches | 725 | 3,435 | 5 | 2,648 | 4 | 80% | 1 | 20% | 0 | 0% |
| Co-Op Car Dealers | 7,396 | 1,597 | 43 | 1,219 | 25 | 58% | 18 | 42% | 0 | 0% |
| Coaching | 177 | 4,349 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Coal | 381 | 3,888 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Coal Brokers | 433 | 3,819 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Coal Mining | 464 | 3,767 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Coal Shipping | 73 | 4,713 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Coal Washing | 14 | 5,188 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Coal Wholesale | 121 | 4,512 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Coat Manufacturers | 23 | 5,085 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Coat of Arms | 70 | 4,725 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Coated Fabrics | 70 | 4,725 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Cocktail Bar | 4,331 | 2,022 | 42 | 1,232 | 19 | 45% | 23 | 55% | 0 | 0% |
| Cocktail Mixes | 46 | 4,877 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Coding and Marking | 356 | 3,929 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Coffee & Tea Shops | 2,907 | 2,330 | 23 | 1,601 | 3 | 13% | 20 | 87% | 0 | 0% |
| Coffee and Tea | 39,374 | 603 | 315 | 352 | 260 | 83% | 52 | 17% | 3 | 1% |
| Coffee Break Services and Supplies | 5,660 | 1,816 | 9 | 2,239 | 5 | 56% | 4 | 44% | 0 | 0% |
| Coffee Brewing | 3,861 | 2,119 | 31 | 1,413 | 15 | 48% | 16 | 52% | 0 | 0% |
| Coffee Roasting and Handling Equipment | 2,599 | 2,423 | 3 | 2,967 | 2 | 67% | 0 | 0% | 1 | 33% |
| Coil Winding | 30 | 5,019 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Coils | 13 | 5,207 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Coin Card | 611 | 3,573 | 12 | 2,038 | 12 | 100% | 0 | 0% | 0 | 0% |
| Coin Collecting Supplies | 73 | 4,713 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Coin Counter | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Coin Dealers | 126,530 | 229 | 140 | 636 | 111 | 79% | 28 | 20% | 1 | 1% |
| Coin Manufacturers | 1,330 | 2,965 | 43 | 1,219 | 31 | 72% | 8 | 19% | 4 | 9% |
| Coin Operated Washer and Dryer | 2,403 | 2,486 | 39 | 1,271 | 25 | 64% | 11 | 28% | 3 | 8% |
| Coin Sorter | 423 | 3,836 | 5 | 2,648 | 5 | 100% | 0 | 0% | 0 | 0% |
| Coin Wrapping Service | 61 | 4,768 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Cold Storage Warehouse | 2,560 | 2,436 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Cold Type Composition | 13 | 5,207 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Collaborative Divorce Attorney | 479 | 3,742 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Collapsible Tube | 16 | 5,165 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Collectibles | 78,143 | 347 | 376 | 317 | 328 | 87% | 38 | 10% | 10 | 3% |
| Collection Attorney | 59,959 | 430 | 202 | 485 | 150 | 74% | 31 | 15% | 21 | 10% |
| Collection Systems | 80,748 | 334 | 437 | 275 | 377 | 86% | 47 | 11% | 13 | 3% |
| Collections Agencies | 2,321,628 | 6 | 16,344 | 6 | 14,856 | 91% | 1,207 | 7% | 281 | 2% |
| College Admissions Counselor | 29,632 | 730 | 37 | 1,301 | 37 | 100% | 0 | 0% | 0 | 0% |
| College and University | 195,951 | 146 | 991 | 145 | 826 | 83% | 148 | 15% | 17 | 2% |
| College Preparatory School | 6,062 | 1,755 | 23 | 1,601 | 8 | 35% | 9 | 39% | 6 | 26% |
| College Savings Plans | 2,067 | 2,596 | 6 | 2,526 | 5 | 83% | 1 | 17% | 0 | 0% |
| Colocation Services | 811 | 3,362 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|---|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Colon Hydrotherapy | 3,312 | 2,230 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Color Cards | 15 | 5,175 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Color Consultant | 206 | 4,259 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Color Matching Service | 12 | 5,217 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Color Separation Offset Printing | 76 | 4,703 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Colors | 349 | 3,943 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Columbarium | 55 | 4,809 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Columns | 871 | 3,304 | 6 | 2,526 | 6 | 100% | 0 | 0% | 0 | 0% |
| Combs | 21 | 5,107 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Combustion Controls | 180 | 4,341 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Comic Book | 6,163 | 1,739 | 33 | 1,379 | 15 | 45% | 17 | 52% | 1 | 3% |
| Commercial Air Conditioning Contractors | 170,702 | 179 | 298 | 370 | 203 | 68% | 86 | 29% | 9 | 3% |
| Commercial Artist | 2,020 | 2,610 | 9 | 2,239 | 3 | 33% | 5 | 56% | 1 | 11% |
| Commercial Blueprints | 209 | 4,245 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Commercial Building | 84 | 4,668 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Commercial Building Inspection | 2,160 | 2,556 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Commercial Cleaning Services | 39,308 | 604 | 22 | 1,641 | 15 | 68% | 6 | 27% | 1 | 5% |
| Commercial Contractors | 102,942 | 276 | 106 | 756 | 41 | 39% | 63 | 59% | 2 | 2% |
| Commercial Doors | 3,773 | 2,136 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Commercial Electrician | 37,707 | 622 | 28 | 1,476 | 12 | 43% | 16 | 57% | 0 | 0% |
| Commercial Fishermen | 123 | 4,505 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Commercial Garbage Disposal | 3,489 | 2,194 | 9 | 2,239 | 7 | 78% | 2 | 22% | 0 | 0% |
| Commercial Insurance Services | 15,452 | 1,101 | 26 | 1,524 | 21 | 81% | 5 | 19% | 0 | 0% |
| Commercial Interior Designers | 2,360 | 2,500 | 10 | 2,159 | 4 | 40% | 6 | 60% | 0 | 0% |
| Commercial Kitchen Rental | 1,173 | 3,066 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Commercial Landscape Contractors | 16,914 | 1,042 | 25 | 1,552 | 13 | 52% | 11 | 44% | 1 | 4% |
| Commercial Manufacturers | 31,374 | 696 | 400 | 298 | 367 | 92% | 32 | 8% | 1 | 0% |
| Commercial Painter | 81,476 | 331 | 252 | 405 | 101 | 40% | 143 | 57% | 8 | 3% |
| Commercial Painting Contractors | 18,811 | 973 | 19 | 1,732 | 8 | 42% | 10 | 53% | 1 | 5% |
| Commercial Photographer | 23,154 | 847 | 115 | 718 | 66 | 57% | 41 | 36% | 8 | 7% |
| Commercial Plumber | 14,400 | 1,148 | 12 | 2,038 | 7 | 58% | 5 | 42% | 0 | 0% |
| Commercial Products Wholesale and Distributor | 38,181 | 615 | 389 | 307 | 358 | 92% | 30 | 8% | 1 | 0% |
| Commercial Property Management | 554 | 3,639 | 5 | 2,648 | 5 | 100% | 0 | 0% | 0 | 0% |
| Commercial Real Estate | 21,151 | 901 | 56 | 1,082 | 36 | 64% | 20 | 36% | 0 | 0% |
| Commercial Refrigeration | 30,561 | 716 | 79 | 905 | 19 | 24% | 60 | 76% | 0 | 0% |
| Commercial Roofing | 77,834 | 351 | 81 | 892 | 50 | 62% | 29 | 36% | 2 | 2% |
| Commercial Sewing Machine | 0 | 5,464 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Commercial Snow Removal Service | 4,153 | 2,067 | 8 | 2,322 | 2 | 25% | 6 | 75% | 0 | 0% |
| Commercial Tire Sales | 19 | 5,123 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Commercial Tire Service | 10,045 | 1,387 | 128 | 673 | 65 | 51% | 62 | 48% | 1 | 1% |
| Commercial Vacuum Cleaners | 452 | 3,784 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Commercial Window Tinting | 4,423 | 2,003 | 17 | 1,801 | 10 | 59% | 7 | 41% | 0 | 0% |
| Commercials | 487 | 3,731 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Commissary Contractors | 1,026 | 3,169 | 6 | 2,526 | 3 | 50% | 3 | 50% | 0 | 0% |
| Commodity Broker | 5,970 | 1,766 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Commodity Trading Advisory Service | 1,461 | 2,879 | 7 | 2,415 | 1 | 14% | 6 | 86% | 0 | 0% |
| Communication | 34 | 4,995 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Communication Consultant | 55,694 | 450 | 42 | 1,232 | 21 | 50% | 20 | 48% | 1 | 2% |
| Communication Devices | 603 | 3,586 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Compact Disc Manufacturer | 942 | 3,231 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Compactor Parts | 90 | 4,645 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Comparative Shopping Service | 31,227 | 702 | 37 | 1,301 | 37 | 100% | 0 | 0% | 0 | 0% |
| Comparators | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Compass | 9 | 5,248 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Compliance Consulting | 30,418 | 720 | 94 | 809 | 51 | 54% | 10 | 11% | 33 | 35% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|---|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Composter | 235 | 4,174 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Composting Toilet | 249 | 4,139 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Compounding Pharmacy | 19,744 | 942 | 50 | 1,133 | 42 | 84% | 7 | 14% | 1 | 2% |
| Compression Clothing | 2,579 | 2,430 | 68 | 974 | 55 | 81% | 11 | 16% | 2 | 3% |
| Compressor Rental | 43 | 4,910 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Compressor Repair | 549 | 3,646 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Compressors | 4,382 | 2,009 | 8 | 2,322 | 4 | 50% | 4 | 50% | 0 | 0% |
| Computer Assisted Design Services | 2,216 | 2,541 | 12 | 2,038 | 1 | 8% | 11 | 92% | 0 | 0% |
| Computer Bulletin Boards | 730 | 3,430 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Computer Cable Installation | 7,805 | 1,557 | 26 | 1,524 | 17 | 65% | 9 | 35% | 0 | 0% |
| Computer Cleaning Service | 4,054 | 2,081 | 40 | 1,257 | 14 | 35% | 24 | 60% | 2 | 5% |
| Computer Consultant | 52,128 | 480 | 150 | 607 | 101 | 67% | 45 | 30% | 4 | 3% |
| Computer Dealers | 177,868 | 168 | 2,182 | 72 | 2,033 | 93% | 132 | 6% | 17 | 1% |
| Computer Disaster Recovery | 10,770 | 1,338 | 19 | 1,732 | 10 | 53% | 7 | 37% | 2 | 11% |
| Computer Facilities Management Services | 1,555 | 2,831 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Computer Furniture | 1,391 | 2,926 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Computer Gaming Center | 1,138 | 3,088 | 8 | 2,322 | 6 | 75% | 2 | 25% | 0 | 0% |
| Computer Hardware | 463,701 | 54 | 2,942 | 54 | 2,370 | 81% | 520 | 18% | 52 | 2% |
| Computer Parts | 104,975 | 270 | 891 | 160 | 734 | 82% | 155 | 17% | 2 | 0% |
| Computer Programming | 5,089 | 1,892 | 31 | 1,413 | 11 | 35% | 17 | 55% | 3 | 10% |
| Computer Rental | 10,794 | 1,337 | 450 | 272 | 449 | 100% | 1 | 0% | 0 | 0% |
| Computer Repair | 293,318 | 86 | 846 | 169 | 396 | 47% | 386 | 46% | 64 | 8% |
| Computer Room Equipment | 2,135 | 2,570 | 7 | 2,415 | 3 | 43% | 4 | 57% | 0 | 0% |
| Computer Services | 32,128 | 688 | 388 | 310 | 322 | 83% | 55 | 14% | 11 | 3% |
| Computer Software | 1,789 | 2,717 | 10 | 2,159 | 6 | 60% | 4 | 40% | 0 | 0% |
| Computer Software Developers | 199,365 | 144 | 1,645 | 91 | 1,463 | 89% | 158 | 10% | 24 | 1% |
| Computer System Designers | 94,883 | 296 | 219 | 446 | 160 | 73% | 50 | 23% | 9 | 4% |
| Computer Training | 51,185 | 489 | 68 | 974 | 54 | 79% | 11 | 16% | 3 | 4% |
| Concert Bureaus | 1,231 | 3,025 | 50 | 1,133 | 39 | 78% | 11 | 22% | 0 | 0% |
| Concert Hall | 1,626 | 2,797 | 27 | 1,507 | 18 | 67% | 6 | 22% | 3 | 11% |
| Concert Performers | 104 | 4,593 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Concert Promoters | 10,198 | 1,377 | 126 | 681 | 110 | 87% | 16 | 13% | 0 | 0% |
| Concession Stands | 1,454 | 2,883 | 2 | 3,199 | 0 | 0% | 1 | 50% | 1 | 50% |
| Concierge Service | 17,333 | 1,023 | 76 | 921 | 47 | 62% | 29 | 38% | 0 | 0% |
| Concrete | 7,511 | 1,587 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Concrete Additives | 459 | 3,775 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Concrete Aggregates | 1,808 | 2,707 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Concrete Blocks | 3,893 | 2,114 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Concrete Breaking | 432 | 3,821 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Concrete Bricks | 11,040 | 1,321 | 28 | 1,476 | 12 | 43% | 14 | 50% | 2 | 7% |
| Concrete Construction Forms | 7,821 | 1,555 | 13 | 1,983 | 2 | 15% | 11 | 85% | 0 | 0% |
| Concrete Contractors | 880,302 | 29 | 1,052 | 141 | 481 | 46% | 537 | 51% | 34 | 3% |
| Concrete Countertops | 1,559 | 2,826 | 7 | 2,415 | 1 | 14% | 6 | 86% | 0 | 0% |
| Concrete Curing | 1,704 | 2,759 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Concrete Cutting | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Concrete Leveling | 21,381 | 894 | 26 | 1,524 | 15 | 58% | 9 | 35% | 2 | 8% |
| Concrete Mixer Rental | 59 | 4,783 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Concrete Mixers | 1,028 | 3,167 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Concrete Mixing Plant Equipment | 117 | 4,526 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Concrete Molding | 263 | 4,112 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Concrete Patching Compound | 697 | 3,468 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Concrete Products | 16,158 | 1,069 | 31 | 1,413 | 22 | 71% | 9 | 29% | 0 | 0% |
| Concrete Pumping | 5,107 | 1,888 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Concrete Reinforcements | 1,804 | 2,708 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Concrete Removal | 683 | 3,486 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|------------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Concrete Repair | 270 | 4,093 | 5 | 2,648 | 1 | 20% | 4 | 80% | 0 | 0% |
| Concrete Restoration | 19,320 | 955 | 45 | 1,189 | 19 | 42% | 23 | 51% | 3 | 7% |
| Concrete Sawing | 8,317 | 1,517 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Concrete Tanks | 404 | 3,856 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Concrete Vibrators | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Condiments and Sauces | 1,882 | 2,678 | 16 | 1,851 | 1 | 6% | 14 | 88% | 1 | 6% |
| Condominium | 22,549 | 858 | 102 | 769 | 63 | 62% | 38 | 37% | 1 | 1% |
| Conduit and Fittings | 155 | 4,406 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Confectionery Brokers | 703 | 3,457 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Confectionery Manufacturers | 189 | 4,317 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Confectionery Supplies | 301 | 4,027 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Conference Center | 2,134 | 2,572 | 10 | 2,159 | 6 | 60% | 4 | 40% | 0 | 0% |
| Consignment Clothes | 72,782 | 365 | 583 | 224 | 433 | 74% | 94 | 16% | 56 | 10% |
| Consignment Services | 14,799 | 1,126 | 294 | 372 | 68 | 23% | 170 | 58% | 56 | 19% |
| Construction | 1,701 | 2,762 | 38 | 1,288 | 9 | 24% | 24 | 63% | 5 | 13% |
| Construction Accident Lawyer | 239 | 4,162 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Construction Defect Attorney | 564 | 3,630 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Construction Equipment | 19,933 | 934 | 53 | 1,108 | 33 | 62% | 20 | 38% | 0 | 0% |
| Construction Estimate | 4,659 | 1,962 | 6 | 2,526 | 2 | 33% | 3 | 50% | 1 | 17% |
| Construction Management | 64,687 | 406 | 65 | 1,003 | 33 | 51% | 27 | 42% | 5 | 8% |
| Construction Material Landfills | 456 | 3,779 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Construction Reports | 2,964 | 2,315 | 11 | 2,095 | 9 | 82% | 2 | 18% | 0 | 0% |
| Construction Services | 2,695,927 | 3 | 3,751 | 38 | 1,736 | 46% | 1,846 | 49% | 169 | 5% |
| Construction Supplies | 7,833 | 1,552 | 63 | 1,024 | 52 | 83% | 10 | 16% | 1 | 2% |
| Consulates | 310 | 4,011 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Consultant | 1,581 | 2,817 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Consumer Cooperative Organizations | 8,447 | 1,501 | 18 | 1,764 | 14 | 78% | 3 | 17% | 1 | 6% |
| Consumer Finance Companies | 948,730 | 28 | 4,997 | 26 | 4,770 | 95% | 183 | 4% | 44 | 1% |
| Consumer Fraud Lawyers | 6,517 | 1,704 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Contact Lenses | 105,456 | 266 | 237 | 430 | 187 | 79% | 46 | 19% | 4 | 2% |
| Containerized Freight Service | 4,086 | 2,073 | 13 | 1,983 | 8 | 62% | 5 | 38% | 0 | 0% |
| Content Management System | 750 | 3,412 | 5 | 2,648 | 1 | 20% | 4 | 80% | 0 | 0% |
| Contest Arranging and Judging | 2,123 | 2,577 | 3 | 2,967 | 0 | 0% | 2 | 67% | 1 | 33% |
| Continuing Education | 42,319 | 570 | 87 | 851 | 67 | 77% | 18 | 21% | 2 | 2% |
| Contract Manufacturing | 17,442 | 1,022 | 77 | 917 | 43 | 56% | 33 | 43% | 1 | 1% |
| Contractor Referral | 125,010 | 234 | 773 | 179 | 730 | 94% | 43 | 6% | 0 | 0% |
| Contractors Equipment | 13,618 | 1,192 | 30 | 1,431 | 29 | 97% | 1 | 3% | 0 | 0% |
| Contractors Equipment Rental | 10,861 | 1,332 | 25 | 1,552 | 16 | 64% | 9 | 36% | 0 | 0% |
| Control Systems | 10,335 | 1,363 | 11 | 2,095 | 9 | 82% | 2 | 18% | 0 | 0% |
| Convenience Store | 30,458 | 718 | 409 | 294 | 183 | 45% | 212 | 52% | 14 | 3% |
| Convent | 19 | 5,123 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Convention Facilities | 6,766 | 1,671 | 26 | 1,524 | 17 | 65% | 9 | 35% | 0 | 0% |
| Convention Information | 270 | 4,093 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Conveyor | 4,502 | 1,991 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Cookies | 1,916 | 2,656 | 12 | 2,038 | 10 | 83% | 1 | 8% | 1 | 8% |
| Cooking Classes | 3,257 | 2,244 | 11 | 2,095 | 5 | 45% | 6 | 55% | 0 | 0% |
| Cooking Utensils | 32,062 | 689 | 176 | 539 | 144 | 82% | 30 | 17% | 2 | 1% |
| Cooling Tower | 549 | 3,646 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Copier | 42,294 | 571 | 164 | 569 | 136 | 83% | 27 | 16% | 1 | 1% |
| Copper | 88 | 4,653 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Copper Products | 453 | 3,783 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Coppersmith | 523 | 3,686 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Copy Services | 22,433 | 862 | 33 | 1,379 | 23 | 70% | 10 | 30% | 0 | 0% |
| Copywriter | 2,930 | 2,321 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Copywriting | 7,178 | 1,620 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Cord Blood Banking | 2,037 | 2,608 | 12 | 2,038 | 12 | 100% | 0 | 0% | 0 | 0% |
| Cork Products | 112 | 4,545 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Corn Products | 162 | 4,383 | 5 | 2,648 | 2 | 40% | 3 | 60% | 0 | 0% |
| Cornice | 27 | 5,042 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Corporate | 24 | 5,070 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Corporate Awards | 2,443 | 2,472 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Corporate Event Planners | 5,916 | 1,776 | 45 | 1,189 | 25 | 56% | 20 | 44% | 0 | 0% |
| Corporate Gifts | 378 | 3,893 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Corporate Lodging | 5,917 | 1,774 | 15 | 1,888 | 7 | 47% | 8 | 53% | 0 | 0% |
| Corporate Supplies | 53 | 4,822 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Corporation Lawyer | 6 | 5,290 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Correspondence Schools | 154,869 | 192 | 293 | 373 | 270 | 92% | 20 | 7% | 3 | 1% |
| Corrosion Control | 561 | 3,632 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Corrugated Boxes | 4,098 | 2,071 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Corrugated Metal | 187 | 4,322 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Corrugated Paper | 221 | 4,218 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Corsets | 11 | 5,230 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Cosmetic Dentistry | 17,085 | 1,032 | 62 | 1,028 | 44 | 71% | 17 | 27% | 1 | 2% |
| Cosmetic Manufacturers | 24,068 | 827 | 199 | 494 | 156 | 78% | 41 | 21% | 2 | 1% |
| Cosmetic Sales | 11,883 | 1,279 | 32 | 1,394 | 10 | 31% | 21 | 66% | 1 | 3% |
| Cosmetic Sales by Mail | 158 | 4,395 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Cosmetics Sales | 129,450 | 224 | 1,165 | 128 | 965 | 83% | 196 | 17% | 4 | 0% |
| Costume Accessories | 31 | 5,010 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Costume Fabrics | 4,031 | 2,087 | 35 | 1,334 | 29 | 83% | 5 | 14% | 1 | 3% |
| Cottage rentals | 0 | 5,464 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Cotton | 331 | 3,968 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Cotton Broker | 44 | 4,896 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Cotton Gin | 391 | 3,871 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Cotton Ginning | 119 | 4,521 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Cotton Waste | 17 | 5,155 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Cottonseed Products | 43 | 4,910 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Counseling | 463 | 3,769 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Countertop Fabrication | 6,709 | 1,680 | 12 | 2,038 | 8 | 67% | 4 | 33% | 0 | 0% |
| Countertops | 125,570 | 232 | 227 | 437 | 150 | 66% | 70 | 31% | 7 | 3% |
| County Government | 6,835 | 1,664 | 16 | 1,851 | 13 | 81% | 3 | 19% | 0 | 0% |
| Couplings | 27 | 5,042 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Coupon Books | 57,176 | 443 | 2,365 | 69 | 2,330 | 99% | 34 | 1% | 1 | 0% |
| Coupon Printer | 3,273 | 2,238 | 10 | 2,159 | 3 | 30% | 7 | 70% | 0 | 0% |
| Coupon Service | 27,258 | 766 | 148 | 615 | 121 | 82% | 26 | 18% | 1 | 1% |
| Couriers | 16,848 | 1,045 | 44 | 1,202 | 21 | 48% | 20 | 45% | 3 | 7% |
| Court Reporter | 3,267 | 2,240 | 9 | 2,239 | 6 | 67% | 3 | 33% | 0 | 0% |
| CPA | 233,655 | 115 | 118 | 708 | 87 | 74% | 31 | 26% | 0 | 0% |
| CPR Certification | 27,725 | 758 | 54 | 1,100 | 45 | 83% | 9 | 17% | 0 | 0% |
| Craft Classes | 1,098 | 3,111 | 6 | 2,526 | 2 | 33% | 3 | 50% | 1 | 17% |
| Craft Dealers | 2,783 | 2,375 | 14 | 1,924 | 8 | 57% | 4 | 29% | 2 | 14% |
| Craft Gallery | 5 | 5,311 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Craft Supplies | 25,321 | 803 | 158 | 584 | 88 | 56% | 59 | 37% | 11 | 7% |
| Crane Parts | 135 | 4,471 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Crane Service | 8,534 | 1,496 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Cranes | 3,640 | 2,166 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Crankshaft Grinding | 203 | 4,268 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Crankshaft Manufacturers | 57 | 4,798 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Crating Service | 8,400 | 1,508 | 20 | 1,692 | 15 | 75% | 5 | 25% | 0 | 0% |
| Crawfish Farm | 124 | 4,502 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Crawl Space Contractors | 9,406 | 1,421 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|---------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Credit and Debt Counseling | 544,572 | 47 | 284 | 379 | 202 | 71% | 57 | 20% | 25 | 9% |
| Credit Card Equipment | 34,962 | 649 | 453 | 271 | 437 | 96% | 13 | 3% | 3 | 1% |
| Credit Card Merchant Services | 199,516 | 143 | 1,483 | 104 | 1,379 | 93% | 98 | 7% | 6 | 0% |
| Credit Card Processing Services | 243,152 | 110 | 1,123 | 135 | 1,048 | 93% | 66 | 6% | 9 | 1% |
| Credit Card Protection Services | 13,362 | 1,205 | 32 | 1,394 | 15 | 47% | 10 | 31% | 7 | 22% |
| Credit Cards and Plans | 275,962 | 90 | 7,692 | 16 | 7,555 | 98% | 107 | 1% | 30 | 0% |
| Credit Repair Advanced Fee | 112,429 | 258 | 228 | 436 | 97 | 43% | 114 | 50% | 17 | 7% |
| Credit Repair No Advanced Fee | 187,111 | 153 | 309 | 359 | 279 | 90% | 11 | 4% | 19 | 6% |
| Credit Repair Services | 41,292 | 582 | 94 | 809 | 71 | 76% | 23 | 24% | 0 | 0% |
| Credit Reporting Agencies | 90,320 | 306 | 4,279 | 34 | 4,207 | 98% | 60 | 1% | 12 | 0% |
| Credit Services | 243,255 | 109 | 918 | 156 | 811 | 88% | 85 | 9% | 22 | 2% |
| Credit Union | 232,800 | 116 | 2,485 | 65 | 2,297 | 92% | 183 | 7% | 5 | 0% |
| Cremation | 58,445 | 438 | 46 | 1,178 | 42 | 91% | 4 | 9% | 0 | 0% |
| Cremation Urns | 5,860 | 1,783 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Crematories | 119 | 4,521 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Crime Scene Clean Up | 8,440 | 1,503 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Criminal Lawyer | 38,022 | 618 | 32 | 1,394 | 21 | 66% | 10 | 31% | 1 | 3% |
| Criminologist | 6 | 5,290 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Crisis Intervention Services | 866 | 3,309 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Crop Insurance | 669 | 3,505 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Crowdfunding | 13,453 | 1,199 | 149 | 612 | 145 | 97% | 4 | 3% | 0 | 0% |
| Crude Rubber | 26 | 5,053 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Cruises | 41,055 | 586 | 1,063 | 140 | 961 | 90% | 101 | 10% | 1 | 0% |
| Crushed Stone | 1,286 | 2,987 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Crushing and Pulverizing | 182 | 4,338 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Crushing Equipment | 354 | 3,936 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Crutches | 37 | 4,966 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Cryogenics | 1,136 | 3,091 | 1 | 3,539 | 0 | 0% | 0 | 0% | 1 | 100% |
| Cryotherapy | 224 | 4,206 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Cultured Marble | 7,249 | 1,611 | 9 | 2,239 | 6 | 67% | 1 | 11% | 2 | 22% |
| Culverts | 362 | 3,919 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Cupola | 54 | 4,816 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Currency Exchange | 8,914 | 1,467 | 23 | 1,601 | 10 | 43% | 11 | 48% | 2 | 9% |
| Curtain Manufacturers | 410 | 3,848 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Curtains | 36 | 4,978 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Cushions | 2,444 | 2,471 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Custom Broker | 5,834 | 1,786 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Custom Car Dealers | 6,004 | 1,763 | 28 | 1,476 | 13 | 46% | 14 | 50% | 1 | 4% |
| Custom Concrete | 33,719 | 667 | 116 | 713 | 44 | 38% | 71 | 61% | 1 | 1% |
| Custom Curtains | 28,113 | 752 | 88 | 848 | 34 | 39% | 53 | 60% | 1 | 1% |
| Custom Draperies | 207 | 4,255 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Custom Framing | 5,306 | 1,858 | 5 | 2,648 | 2 | 40% | 2 | 40% | 1 | 20% |
| Custom Harvesting | 207 | 4,255 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Custom Knives | 6,612 | 1,693 | 65 | 1,003 | 41 | 63% | 24 | 37% | 0 | 0% |
| Custom Machinery | 4,563 | 1,984 | 11 | 2,095 | 3 | 27% | 7 | 64% | 1 | 9% |
| Custom Rims | 27,465 | 760 | 138 | 646 | 87 | 63% | 50 | 36% | 1 | 1% |
| Custom Shirts | 33,005 | 673 | 981 | 147 | 751 | 77% | 229 | 23% | 1 | 0% |
| Custom Shoes | 7,160 | 1,626 | 218 | 448 | 183 | 84% | 31 | 14% | 4 | 2% |
| Custom Suits | 2,900 | 2,334 | 20 | 1,692 | 11 | 55% | 9 | 45% | 0 | 0% |
| Custom Synthesis | 27 | 5,042 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Custom Tile Painting | 239 | 4,162 | 1 | 3,539 | 0 | 0% | 0 | 0% | 1 | 100% |
| Custom Wheels | 6 | 5,290 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Customer Service | 6 | 5,290 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Customs Consultant | 866 | 3,309 | 6 | 2,526 | 3 | 50% | 3 | 50% | 0 | 0% |
| Cutlery | 43,955 | 549 | 34 | 1,362 | 26 | 76% | 8 | 24% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|---|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Cutting Oil | 5 | 5,311 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Cutting Services | 145 | 4,437 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Cutting Tools | 4,856 | 1,928 | 18 | 1,764 | 9 | 50% | 9 | 50% | 0 | 0% |
| Cyber Security | 633 | 3,543 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Cylinder Head | 2,325 | 2,507 | 16 | 1,851 | 5 | 31% | 11 | 69% | 0 | 0% |
| Cylinder Repair | 255 | 4,127 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Dairy | 1,871 | 2,680 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Dairy Consultant | 138 | 4,462 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Dairy Equipment | 892 | 3,283 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Dairy Equipment Repair | 23 | 5,085 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Dance | 66 | 4,750 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Dance Apparel | 2,495 | 2,458 | 20 | 1,692 | 14 | 70% | 6 | 30% | 0 | 0% |
| Dance Company | 11,359 | 1,300 | 72 | 948 | 34 | 47% | 36 | 50% | 2 | 3% |
| Dance Instruction | 19,020 | 963 | 37 | 1,301 | 27 | 73% | 9 | 24% | 1 | 3% |
| Dance Supplies | 1,793 | 2,712 | 7 | 2,415 | 4 | 57% | 3 | 43% | 0 | 0% |
| Darkroom Rental | 53 | 4,822 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Darts | 286 | 4,057 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Data | 32 | 5,004 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Data Brokers | 1,664 | 2,782 | 21 | 1,665 | 17 | 81% | 4 | 19% | 0 | 0% |
| Data Communication Equipment | 20,878 | 905 | 221 | 443 | 217 | 98% | 4 | 2% | 0 | 0% |
| Data Processing Equipment | 545 | 3,653 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Data Processing Equipment Maintenance | 168 | 4,366 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Data Processing Services | 21,488 | 888 | 66 | 992 | 35 | 53% | 28 | 42% | 3 | 5% |
| Data Processing Supplies | 494 | 3,726 | 5 | 2,648 | 1 | 20% | 4 | 80% | 0 | 0% |
| Data Recovery | 20,583 | 914 | 90 | 833 | 64 | 71% | 24 | 27% | 2 | 2% |
| Data Storage | 8,441 | 1,502 | 306 | 361 | 293 | 96% | 7 | 2% | 6 | 2% |
| Data Systems Consultants | 15,438 | 1,102 | 36 | 1,325 | 24 | 67% | 11 | 31% | 1 | 3% |
| Dating Services | 140,466 | 210 | 3,705 | 39 | 3,561 | 96% | 132 | 4% | 12 | 0% |
| Debris Box Service | 83 | 4,671 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Debt Consolidation Services | 424,778 | 61 | 708 | 195 | 500 | 71% | 148 | 21% | 60 | 8% |
| Debt Relief Education | 7,018 | 1,643 | 24 | 1,578 | 9 | 38% | 15 | 63% | 0 | 0% |
| Debt Relief Service | 153,282 | 193 | 397 | 300 | 192 | 48% | 150 | 38% | 55 | 14% |
| Debt Relief Service Referral | 52,565 | 479 | 22 | 1,641 | 17 | 77% | 4 | 18% | 1 | 5% |
| Debt Relief Services | 280,720 | 89 | 518 | 244 | 377 | 73% | 121 | 23% | 20 | 4% |
| Debt Repayment Plan | 23,683 | 834 | 118 | 708 | 58 | 49% | 60 | 51% | 0 | 0% |
| Decals | 4,842 | 1,933 | 37 | 1,301 | 6 | 16% | 26 | 70% | 5 | 14% |
| Deceptive Telemarketing Office Supply Sales | 44,351 | 544 | 327 | 339 | 189 | 58% | 120 | 37% | 18 | 6% |
| Deck Builder | 44,025 | 548 | 70 | 958 | 38 | 54% | 31 | 44% | 1 | 1% |
| Deck Cleaning | 14,486 | 1,143 | 29 | 1,456 | 18 | 62% | 10 | 34% | 1 | 3% |
| Deck Repair | 5,725 | 1,801 | 18 | 1,764 | 10 | 56% | 8 | 44% | 0 | 0% |
| Deck Waterproofing | 17,983 | 1,004 | 52 | 1,116 | 46 | 88% | 6 | 12% | 0 | 0% |
| Decorative Balls | 116 | 4,532 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Decorative Ceramic | 1,421 | 2,901 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Decorative Concrete | 47,053 | 529 | 149 | 612 | 82 | 55% | 65 | 44% | 2 | 1% |
| Decorative Concrete Contractor | 12,927 | 1,230 | 25 | 1,552 | 13 | 52% | 9 | 36% | 3 | 12% |
| Decorative Screens | 1,366 | 2,942 | 7 | 2,415 | 3 | 43% | 4 | 57% | 0 | 0% |
| Defense Contractors | 2,145 | 2,563 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Degreasing | 13 | 5,207 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Dehumidifier | 311 | 4,005 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Dehydrating Services | 40 | 4,930 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Dehydrator | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Delicatessen | 4,721 | 1,951 | 30 | 1,431 | 14 | 47% | 16 | 53% | 0 | 0% |
| Delivery Service | 137,103 | 213 | 3,145 | 52 | 2,815 | 90% | 300 | 10% | 30 | 1% |
| Demagnetizer | 26 | 5,053 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Demographic Research | 138 | 4,462 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|-----------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Demolition Contractors | 42,918 | 563 | 37 | 1,301 | 25 | 68% | 11 | 30% | 1 | 3% |
| Demonstration Services | 539 | 3,660 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Dental | 64 | 4,755 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Dental Assistant School | 2,845 | 2,354 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Dental Discount Plans | 57,261 | 442 | 114 | 720 | 81 | 71% | 32 | 28% | 1 | 1% |
| Dental Equipment | 262 | 4,114 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Dental Equipment Repair | 1,422 | 2,900 | 7 | 2,415 | 3 | 43% | 4 | 57% | 0 | 0% |
| Dental Hygienist | 4,034 | 2,085 | 47 | 1,163 | 21 | 45% | 26 | 55% | 0 | 0% |
| Dental Implants | 25,677 | 792 | 68 | 974 | 48 | 71% | 20 | 29% | 0 | 0% |
| Dental Insurance | 9,166 | 1,444 | 47 | 1,163 | 42 | 89% | 5 | 11% | 0 | 0% |
| Dental Laboratory | 27,418 | 761 | 124 | 687 | 78 | 63% | 46 | 37% | 0 | 0% |
| Dental Management Consultants | 2,921 | 2,324 | 10 | 2,159 | 8 | 80% | 2 | 20% | 0 | 0% |
| Dental Marketing | 1,517 | 2,846 | 32 | 1,394 | 24 | 75% | 8 | 25% | 0 | 0% |
| Dental Plans | 38,965 | 606 | 152 | 601 | 136 | 89% | 16 | 11% | 0 | 0% |
| Dental Sedation | 368 | 3,907 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Dental Staffing | 241 | 4,157 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Dental Supplies | 90,018 | 307 | 238 | 427 | 219 | 92% | 19 | 8% | 0 | 0% |
| Dental Surgery | 14,703 | 1,136 | 91 | 829 | 60 | 66% | 31 | 34% | 0 | 0% |
| Dental X-Rays | 6,193 | 1,737 | 40 | 1,257 | 27 | 68% | 11 | 28% | 2 | 5% |
| Dentist | 553,725 | 45 | 3,131 | 53 | 2,369 | 76% | 737 | 24% | 25 | 1% |
| Dentist Information Bureaus | 2,312 | 2,510 | 210 | 473 | 72 | 34% | 138 | 66% | 0 | 0% |
| Denturist | 10,048 | 1,386 | 31 | 1,413 | 21 | 68% | 9 | 29% | 1 | 3% |
| Deodorant | 285 | 4,058 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Deodorizing | 704 | 3,454 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Deodorizing Equipment | 94 | 4,627 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Department Stores | 115,306 | 256 | 8,169 | 14 | 7,929 | 97% | 198 | 2% | 42 | 1% |
| Dermatologist | 23,882 | 830 | 155 | 591 | 107 | 69% | 48 | 31% | 0 | 0% |
| Design | 368 | 3,907 | 8 | 2,322 | 1 | 13% | 6 | 75% | 1 | 13% |
| Design Contractor | 24,183 | 823 | 32 | 1,394 | 14 | 44% | 18 | 56% | 0 | 0% |
| Designer Apparel | 13,295 | 1,211 | 170 | 551 | 69 | 41% | 97 | 57% | 4 | 2% |
| Designer Pet Clothes | 1,499 | 2,859 | 38 | 1,288 | 22 | 58% | 16 | 42% | 0 | 0% |
| Desk Pad | 15 | 5,175 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Desktop Publishing | 2,667 | 2,405 | 7 | 2,415 | 4 | 57% | 3 | 43% | 0 | 0% |
| Dessert | 5 | 5,311 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Destination Management | 430 | 3,828 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Detective Agency | 6,113 | 1,744 | 9 | 2,239 | 6 | 67% | 3 | 33% | 0 | 0% |
| Detergent | 48,183 | 522 | 64 | 1,015 | 60 | 94% | 4 | 6% | 0 | 0% |
| Development Permits | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Developmental Disability Services | 6,094 | 1,746 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Dewatering Systems | 271 | 4,090 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Diabetic Supplies | 16,197 | 1,067 | 43 | 1,219 | 28 | 65% | 15 | 35% | 0 | 0% |
| Diagnostic Testing | 9,046 | 1,454 | 53 | 1,108 | 36 | 68% | 17 | 32% | 0 | 0% |
| Dials | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Dialysis Clinic | 1,163 | 3,072 | 5 | 2,648 | 0 | 0% | 5 | 100% | 0 | 0% |
| Diamond | 29,152 | 740 | 17 | 1,801 | 14 | 82% | 3 | 18% | 0 | 0% |
| Diamond Buyers | 10,311 | 1,367 | 5 | 2,648 | 5 | 100% | 0 | 0% | 0 | 0% |
| Diamond Cutter | 829 | 3,343 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Diamond Setter | 143 | 4,445 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Diaper Service | 2,384 | 2,492 | 8 | 2,322 | 2 | 25% | 6 | 75% | 0 | 0% |
| Diary | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Dictation Machine | 322 | 3,979 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Die Casting | 1,414 | 2,903 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Die Cutting | 546 | 3,650 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Die Cutting Machine | 110 | 4,560 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Die Maker | 5,731 | 1,800 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|---|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Diecast Car Dealers | 527 | 3,678 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Diesel Engine | 7,831 | 1,553 | 30 | 1,431 | 14 | 47% | 16 | 53% | 0 | 0% |
| Diesel Fuel | 2,516 | 2,455 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Diesel Repair | 18,130 | 997 | 65 | 1,003 | 37 | 57% | 26 | 40% | 2 | 3% |
| Diet Plans | 6,427 | 1,713 | 27 | 1,507 | 18 | 67% | 6 | 22% | 3 | 11% |
| Diet Products | 6 | 5,290 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Digital Advertising | 95,103 | 295 | 241 | 418 | 132 | 55% | 54 | 22% | 55 | 23% |
| Digital Marketing | 100,568 | 282 | 166 | 560 | 109 | 66% | 54 | 33% | 3 | 2% |
| Digital Media | 27,252 | 767 | 216 | 455 | 153 | 71% | 63 | 29% | 0 | 0% |
| Digital Signs | 2,766 | 2,382 | 13 | 1,983 | 6 | 46% | 7 | 54% | 0 | 0% |
| Dining Car | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Dining Club Plans | 1,692 | 2,765 | 32 | 1,394 | 31 | 97% | 1 | 3% | 0 | 0% |
| Dinner Theater | 1,253 | 3,007 | 14 | 1,924 | 5 | 36% | 9 | 64% | 0 | 0% |
| Direct Mail Advertising | 64,464 | 409 | 237 | 430 | 176 | 74% | 60 | 25% | 1 | 0% |
| Directory Advertising | 105,776 | 264 | 1,184 | 125 | 969 | 82% | 178 | 15% | 37 | 3% |
| Disability | 110 | 4,560 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Disability Access | 9,760 | 1,403 | 33 | 1,379 | 27 | 82% | 6 | 18% | 0 | 0% |
| Disability Insurance | 4,909 | 1,922 | 11 | 2,095 | 9 | 82% | 2 | 18% | 0 | 0% |
| Disability Lawyers | 14,886 | 1,123 | 9 | 2,239 | 5 | 56% | 4 | 44% | 0 | 0% |
| Disability Remodeling | 1,651 | 2,787 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Disability Telecommunications Equipment | 14,778 | 1,129 | 73 | 935 | 59 | 81% | 13 | 18% | 1 | 1% |
| Disabled Access Contractors | 1,542 | 2,834 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Disabled Persons Assistance | 13,111 | 1,223 | 9 | 2,239 | 8 | 89% | 1 | 11% | 0 | 0% |
| Discotheque | 36 | 4,978 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Discount Stores | 69,892 | 378 | 1,147 | 130 | 992 | 86% | 141 | 12% | 14 | 1% |
| Dishwasher Dealers | 194 | 4,297 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Dishwasher Parts | 9 | 5,248 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Dishwasher Repair | 304 | 4,018 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Dishwashing Compounds | 55 | 4,809 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Disinfectants and Germicides | 208 | 4,249 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Display Designer | 13,964 | 1,178 | 20 | 1,692 | 16 | 80% | 3 | 15% | 1 | 5% |
| Display Fixtures | 3,506 | 2,189 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Display Installation Service | 975 | 3,207 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Disposable Products | 440 | 3,810 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Distillers | 2,832 | 2,360 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Diver Supply | 5,091 | 1,891 | 14 | 1,924 | 6 | 43% | 7 | 50% | 1 | 7% |
| Divers | 766 | 3,399 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Diving Lessons | 4,211 | 2,055 | 5 | 2,648 | 2 | 40% | 2 | 40% | 1 | 20% |
| Diving Services | 2,061 | 2,601 | 7 | 2,415 | 3 | 43% | 4 | 57% | 0 | 0% |
| Divorce Assistance | 12,797 | 1,239 | 69 | 967 | 52 | 75% | 14 | 20% | 3 | 4% |
| Divorce Lawyers | 23,302 | 842 | 34 | 1,362 | 19 | 56% | 12 | 35% | 3 | 9% |
| Divorce Mediation Services | 1,793 | 2,712 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| DJs | 25,321 | 803 | 73 | 935 | 25 | 34% | 38 | 52% | 10 | 14% |
| DNA Testing | 22,146 | 872 | 46 | 1,178 | 34 | 74% | 12 | 26% | 0 | 0% |
| Dock | 4,478 | 1,997 | 14 | 1,924 | 9 | 64% | 5 | 36% | 0 | 0% |
| Dock Builders | 9,394 | 1,422 | 23 | 1,601 | 12 | 52% | 11 | 48% | 0 | 0% |
| Dock Covers | 7 | 5,279 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Doctor Referral | 12,198 | 1,264 | 64 | 1,015 | 37 | 58% | 26 | 41% | 1 | 2% |
| Document Destruction | 627 | 3,552 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Document Scanning Service | 20,564 | 916 | 39 | 1,271 | 33 | 85% | 6 | 15% | 0 | 0% |
| Document Shredding | 18,968 | 966 | 26 | 1,524 | 23 | 88% | 2 | 8% | 1 | 4% |
| Dog Boarding | 16,100 | 1,071 | 35 | 1,334 | 26 | 74% | 8 | 23% | 1 | 3% |
| Dog Breeders | 226,202 | 119 | 420 | 287 | 154 | 37% | 203 | 48% | 63 | 15% |
| Dog Daycare | 10,698 | 1,343 | 47 | 1,163 | 28 | 60% | 19 | 40% | 0 | 0% |
| Dog Shock Collar | 927 | 3,243 | 8 | 2,322 | 6 | 75% | 2 | 25% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|------------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Dog Training | 35,771 | 638 | 66 | 992 | 27 | 41% | 34 | 52% | 5 | 8% |
| Doll Accessories | 1,744 | 2,737 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Doll Collectors | 732 | 3,428 | 18 | 1,764 | 13 | 72% | 5 | 28% | 0 | 0% |
| Doll Houses | 625 | 3,554 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Doll Making Supplies | 121 | 4,512 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Doll Repair | 699 | 3,463 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Dolls | 2,873 | 2,346 | 27 | 1,507 | 18 | 67% | 9 | 33% | 0 | 0% |
| Dome Structures | 170 | 4,359 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Domestic Abuse Services | 209 | 4,245 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Door and Gate Operating Devices | 9,245 | 1,436 | 18 | 1,764 | 15 | 83% | 2 | 11% | 1 | 6% |
| Door Closers | 524 | 3,682 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Door Closes and Checks Repair | 236 | 4,173 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Door Frame | 747 | 3,416 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Door Guard | 1,785 | 2,720 | 10 | 2,159 | 10 | 100% | 0 | 0% | 0 | 0% |
| Door Installation | 6,706 | 1,681 | 17 | 1,801 | 9 | 53% | 7 | 41% | 1 | 6% |
| Door Manufacturers | 3,672 | 2,159 | 11 | 2,095 | 11 | 100% | 0 | 0% | 0 | 0% |
| Door Repair | 23,615 | 836 | 29 | 1,456 | 21 | 72% | 6 | 21% | 2 | 7% |
| Door Screens | 36,338 | 630 | 63 | 1,024 | 46 | 73% | 16 | 25% | 1 | 2% |
| Door Service | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Door-to-Door Sales | 164 | 4,376 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Doors | 91,285 | 304 | 313 | 354 | 243 | 78% | 66 | 21% | 4 | 1% |
| Doughnut Machine | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Doughnuts | 3,184 | 2,262 | 14 | 1,924 | 3 | 21% | 11 | 79% | 0 | 0% |
| Dowel | 20 | 5,116 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Downspouts | 83 | 4,671 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Drafting Services | 9,908 | 1,393 | 10 | 2,159 | 3 | 30% | 7 | 70% | 0 | 0% |
| Drafting Supplies | 619 | 3,561 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Drainage Contractors | 23,600 | 837 | 23 | 1,601 | 12 | 52% | 9 | 39% | 2 | 9% |
| Drapery | 35 | 4,985 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Drapery and Curtain Fabrics Retail | 1,483 | 2,865 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Drapery and Curtain Fixtures | 583 | 3,615 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Drapery Cleaners | 1,209 | 3,037 | 4 | 2,778 | 0 | 0% | 4 | 100% | 0 | 0% |
| Drapery Installation Service | 1,698 | 2,763 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Drapery Trimmings | 58 | 4,791 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Drawing Supplies | 831 | 3,342 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Dredge | 584 | 3,613 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Dredging Machine | 5 | 5,311 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Dress Trimmings | 355 | 3,933 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Dressmaker | 3,998 | 2,090 | 26 | 1,524 | 10 | 38% | 16 | 62% | 0 | 0% |
| Dressmaker Supplies | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Dressmaking School | 64 | 4,755 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Dried Fruit | 215 | 4,229 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Drill Press | 65 | 4,753 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Drilling Contractor | 15,884 | 1,083 | 12 | 2,038 | 3 | 25% | 7 | 58% | 2 | 17% |
| Drilling Equipment | 1,241 | 3,019 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Drills | 457 | 3,776 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Drinking Fountain | 121 | 4,512 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Drive Shaft | 924 | 3,246 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Drivers Education | 1,662 | 2,783 | 6 | 2,526 | 2 | 33% | 3 | 50% | 1 | 17% |
| Driveway Installation | 31,115 | 707 | 129 | 668 | 43 | 33% | 72 | 56% | 14 | 11% |
| Driveway Preparation | 194 | 4,297 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Driveway Sealer | 8,604 | 1,489 | 36 | 1,325 | 11 | 31% | 22 | 61% | 3 | 8% |
| Driving Lessons | 64,565 | 407 | 239 | 425 | 175 | 73% | 62 | 26% | 2 | 1% |
| Driving Proficiency Test Service | 2,585 | 2,429 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Driving Range | 462 | 3,771 | 6 | 2,526 | 3 | 50% | 3 | 50% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Driving School | 40,432 | 594 | 170 | 551 | 85 | 50% | 70 | 41% | 15 | 9% |
| Driving Training Equipment | 948 | 3,228 | 3 | 2,967 | 1 | 33% | 1 | 33% | 1 | 33% |
| Drone Manufacturers | 108 | 4,578 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Drone Repair | 208 | 4,249 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Drone Sales | 7,584 | 1,579 | 268 | 388 | 255 | 95% | 11 | 4% | 2 | 1% |
| Drop Cloth | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Drop Shipper Mailing Services | 9,278 | 1,433 | 53 | 1,108 | 32 | 60% | 18 | 34% | 3 | 6% |
| Drug Abuse Information | 48,269 | 519 | 92 | 821 | 72 | 78% | 19 | 21% | 1 | 1% |
| Drug Addiction Treatment | 3,481 | 2,195 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Drug Brokers | 1,365 | 2,944 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Drug Discovery | 41 | 4,923 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Drug Manufacturers | 314 | 3,999 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Drug Testing | 19,527 | 950 | 109 | 744 | 106 | 97% | 3 | 3% | 0 | 0% |
| Dry Cleaners | 100,616 | 281 | 1,450 | 106 | 767 | 53% | 651 | 45% | 32 | 2% |
| Dry Cleaning Equipment | 748 | 3,414 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Dry Erase Board | 316 | 3,996 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Dry Goods | 1,166 | 3,070 | 4 | 2,778 | 1 | 25% | 2 | 50% | 1 | 25% |
| Dry Ice | 519 | 3,690 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Dry Transfer | 28 | 5,034 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Dryer Vent Cleaning | 16,074 | 1,074 | 11 | 2,095 | 8 | 73% | 1 | 9% | 2 | 18% |
| Drying Agents | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Drying Lumber | 126 | 4,494 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Drying Service | 153 | 4,410 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Drywall Contractors | 185,788 | 158 | 89 | 843 | 38 | 43% | 47 | 53% | 4 | 4% |
| Drywall Contractors Equipment and Supplies | 2,526 | 2,450 | 5 | 2,648 | 0 | 0% | 5 | 100% | 0 | 0% |
| Drywall Inspection | 872 | 3,300 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Drywall Texture | 2,122 | 2,578 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Drywall Toxic Inspection | 106 | 4,588 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Duct Cleaning | 82,457 | 327 | 91 | 829 | 55 | 60% | 29 | 32% | 7 | 8% |
| Ductwork | 2,781 | 2,376 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| DUI Lawyer | 6,865 | 1,658 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Dumbwaiters | 55 | 4,809 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Dump Truck | 7,313 | 1,600 | 7 | 2,415 | 6 | 86% | 1 | 14% | 0 | 0% |
| Dumpster Service | 14,213 | 1,156 | 97 | 792 | 67 | 69% | 29 | 30% | 1 | 1% |
| Dune Buggy | 555 | 3,638 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Duplicating Machine | 229 | 4,189 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Dust Collecting Systems | 432 | 3,821 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Dust Control Material | 199 | 4,279 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Dusters | 8 | 5,260 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Duty Free Shop | 1,443 | 2,894 | 2 | 3,199 | 0 | 0% | 1 | 50% | 1 | 50% |
| DVD Sales | 9,735 | 1,404 | 123 | 689 | 88 | 72% | 29 | 24% | 6 | 5% |
| Dyer | 99 | 4,612 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Dyes | 177 | 4,349 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Dynamometers | 99 | 4,612 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| E-Books | 4,362 | 2,014 | 78 | 913 | 70 | 90% | 7 | 9% | 1 | 1% |
| E-cigarette Liquid | 4,310 | 2,026 | 35 | 1,334 | 16 | 46% | 16 | 46% | 3 | 9% |
| E-Learning | 7,584 | 1,579 | 5 | 2,648 | 3 | 60% | 1 | 20% | 1 | 20% |
| Ear Nose and Throat Doctor | 4,347 | 2,018 | 46 | 1,178 | 36 | 78% | 10 | 22% | 0 | 0% |
| Earthworm | 174 | 4,352 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Ecological Services | 40,169 | 596 | 33 | 1,379 | 25 | 76% | 8 | 24% | 0 | 0% |
| Ecommerce | 468,361 | 53 | 4,776 | 30 | 4,590 | 96% | 161 | 3% | 25 | 1% |
| Economic Development Organizations | 2,878 | 2,343 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Economic Research and Analysis | 3,387 | 2,218 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Editorial Services | 4,183 | 2,061 | 5 | 2,648 | 4 | 80% | 1 | 20% | 0 | 0% |
| Education | 235 | 4,174 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Educational Consultant | 161,997 | 184 | 328 | 337 | 258 | 79% | 59 | 18% | 11 | 3% |
| Educational Research | 15,142 | 1,111 | 92 | 821 | 79 | 86% | 12 | 13% | 1 | 1% |
| Educational Supplies | 1,444 | 2,892 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Egg Processing Equipment | 49 | 4,856 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Eggs | 935 | 3,236 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Egress Windows | 1,737 | 2,739 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Elastic Goods | 19 | 5,123 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Elastic Stockings | 224 | 4,206 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Elder Law Attorney | 8,321 | 1,515 | 5 | 2,648 | 4 | 80% | 1 | 20% | 0 | 0% |
| Electric Bike | 2,850 | 2,352 | 26 | 1,524 | 20 | 77% | 4 | 15% | 2 | 8% |
| Electric Coil | 285 | 4,058 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Electric Companies | 247,953 | 103 | 3,833 | 36 | 3,662 | 96% | 168 | 4% | 3 | 0% |
| Electric Connectors | 2,791 | 2,373 | 5 | 2,648 | 3 | 60% | 1 | 20% | 1 | 20% |
| Electric Converter | 683 | 3,486 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Electric Cords | 58 | 4,791 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Electric Equipment Manufacturers | 4,081 | 2,075 | 8 | 2,322 | 6 | 75% | 2 | 25% | 0 | 0% |
| Electric Equipment Repair | 32,489 | 681 | 318 | 348 | 275 | 86% | 41 | 13% | 2 | 1% |
| Electric Flashers | 50 | 4,847 | 5 | 2,648 | 0 | 0% | 4 | 80% | 1 | 20% |
| Electric Fuses | 10 | 5,240 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Electric Generator | 19,797 | 938 | 79 | 905 | 73 | 92% | 6 | 8% | 0 | 0% |
| Electric Heating Element | 1,939 | 2,645 | 27 | 1,507 | 27 | 100% | 0 | 0% | 0 | 0% |
| Electric Heating Manufacturers | 1,816 | 2,705 | 19 | 1,732 | 15 | 79% | 4 | 21% | 0 | 0% |
| Electric Instruments | 642 | 3,529 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Electric Insulation Materials | 184 | 4,330 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Electric Motor Distributor | 1,469 | 2,873 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Electric Motor Manufacturers | 599 | 3,592 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Electric Motor Parts | 5,371 | 1,850 | 14 | 1,924 | 7 | 50% | 6 | 43% | 1 | 7% |
| Electric Motor Repair | 9,963 | 1,391 | 24 | 1,578 | 14 | 58% | 10 | 42% | 0 | 0% |
| Electric Rectifiers | 47 | 4,868 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Electric Scooter | 15,183 | 1,110 | 201 | 490 | 169 | 84% | 32 | 16% | 0 | 0% |
| Electric Shaver | 823 | 3,351 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Electric Shaver Repair | 259 | 4,120 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Electric Supplies | 30,621 | 713 | 104 | 765 | 43 | 41% | 56 | 54% | 5 | 5% |
| Electric Supplies Manufacturers | 2,159 | 2,557 | 6 | 2,526 | 6 | 100% | 0 | 0% | 0 | 0% |
| Electric Switchboard | 609 | 3,576 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Electric Switches | 524 | 3,682 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Electric Tools | 11,969 | 1,274 | 59 | 1,046 | 28 | 47% | 31 | 53% | 0 | 0% |
| Electric Vehicle Charging Stations | 253 | 4,132 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Electric Vehicles | 1,251 | 3,010 | 13 | 1,983 | 9 | 69% | 3 | 23% | 1 | 8% |
| Electrical | 5,828 | 1,788 | 37 | 1,301 | 29 | 78% | 8 | 22% | 0 | 0% |
| Electrical Contractors | 241,815 | 112 | 240 | 419 | 185 | 77% | 52 | 22% | 3 | 1% |
| Electrical Discharge Machines | 601 | 3,588 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Electrical Discharge Machining | 35 | 4,985 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Electrical Engineer | 6,737 | 1,675 | 4 | 2,778 | 0 | 0% | 3 | 75% | 1 | 25% |
| Electrical Power System Backup Systems | 4,624 | 1,975 | 8 | 2,322 | 5 | 63% | 1 | 13% | 2 | 25% |
| Electrical Power Systems Maintenance | 3,424 | 2,209 | 9 | 2,239 | 1 | 11% | 7 | 78% | 1 | 11% |
| Electrical Wiring | 4,779 | 1,940 | 8 | 2,322 | 5 | 63% | 3 | 38% | 0 | 0% |
| Electrician | 1,266,273 | 20 | 780 | 178 | 537 | 69% | 233 | 30% | 10 | 1% |
| Electroforming | 44 | 4,896 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Electrolysis | 5,760 | 1,793 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Electrolysis Equipment | 258 | 4,122 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Electronic Cigarettes | 50,163 | 498 | 332 | 334 | 233 | 70% | 88 | 27% | 11 | 3% |
| Electronic Design | 1,786 | 2,719 | 6 | 2,526 | 1 | 17% | 5 | 83% | 0 | 0% |
| Electronic Development | 3,831 | 2,123 | 25 | 1,552 | 10 | 40% | 14 | 56% | 1 | 4% |
| Electronic Educational Kits | 4,996 | 1,911 | 37 | 1,301 | 6 | 16% | 31 | 84% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|---|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Electronic Equipment Dealers | 177,221 | 169 | 3,218 | 51 | 2,899 | 90% | 313 | 10% | 6 | 0% |
| Electronic Equipment Repair | 77,497 | 353 | 1,409 | 110 | 1,234 | 88% | 164 | 12% | 11 | 1% |
| Electronic Equipment Testing | 3,660 | 2,161 | 7 | 2,415 | 6 | 86% | 1 | 14% | 0 | 0% |
| Electronic Instruments | 6,640 | 1,689 | 201 | 490 | 41 | 20% | 127 | 63% | 33 | 16% |
| Electronic Mail Service | 977 | 3,206 | 8 | 2,322 | 3 | 38% | 5 | 63% | 0 | 0% |
| Electronic Power Supplies | 4,154 | 2,066 | 28 | 1,476 | 22 | 79% | 6 | 21% | 0 | 0% |
| Electronic Waste Management | 907 | 3,264 | 5 | 2,648 | 2 | 40% | 3 | 60% | 0 | 0% |
| Electronics and Technology | 247 | 4,147 | 9 | 2,239 | 8 | 89% | 1 | 11% | 0 | 0% |
| Electronics Recycling | 32,353 | 682 | 255 | 402 | 187 | 73% | 67 | 26% | 1 | 0% |
| Electrostatic Painting | 481 | 3,740 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Electrostatic Shielding | 154 | 4,408 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Electrotype Equipment and Supplies | 180 | 4,341 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Elementary School | 18,475 | 985 | 32 | 1,394 | 22 | 69% | 9 | 28% | 1 | 3% |
| Elevator Consultants | 586 | 3,611 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Elevator Installation | 3,143 | 2,270 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Elevator Parts | 352 | 3,938 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Elevator Service | 24,009 | 828 | 45 | 1,189 | 31 | 69% | 14 | 31% | 0 | 0% |
| Elevator Testing | 382 | 3,885 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Email Marketing | 12,717 | 1,242 | 47 | 1,163 | 16 | 34% | 14 | 30% | 17 | 36% |
| Email Service Providers | 9,255 | 1,435 | 28 | 1,476 | 14 | 50% | 7 | 25% | 7 | 25% |
| Embalming | 231 | 4,185 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Emblems | 731 | 3,429 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Embossing | 14 | 5,188 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Embossing Supplies | 14 | 5,188 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Embroidery | 25,351 | 801 | 100 | 776 | 50 | 50% | 50 | 50% | 0 | 0% |
| Embroidery Design | 445 | 3,798 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Embroidery Machine | 631 | 3,547 | 6 | 2,526 | 2 | 33% | 4 | 67% | 0 | 0% |
| Embroidery Supplies | 2,805 | 2,368 | 16 | 1,851 | 5 | 31% | 11 | 69% | 0 | 0% |
| Emergency Disaster Preparedness | 10,417 | 1,357 | 20 | 1,692 | 12 | 60% | 8 | 40% | 0 | 0% |
| Emergency Lighting Equipment | 5,258 | 1,866 | 58 | 1,058 | 39 | 67% | 19 | 33% | 0 | 0% |
| Emergency Room | 4,691 | 1,955 | 87 | 851 | 75 | 86% | 12 | 14% | 0 | 0% |
| Emergency Shelter | 1,750 | 2,731 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Emergency Vet | 3,725 | 2,148 | 12 | 2,038 | 10 | 83% | 2 | 17% | 0 | 0% |
| Eminent Domain Lawyer | 234 | 4,178 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Employee Assistance Program | 1,135 | 3,092 | 5 | 2,648 | 1 | 20% | 4 | 80% | 0 | 0% |
| Employee Benefit Consultants | 4,637 | 1,969 | 8 | 2,322 | 8 | 100% | 0 | 0% | 0 | 0% |
| Employee Benefit Plan | 17,013 | 1,034 | 219 | 446 | 214 | 98% | 5 | 2% | 0 | 0% |
| Employee Benefits Insurance | 35,968 | 634 | 54 | 1,100 | 45 | 83% | 7 | 13% | 2 | 4% |
| Employee Leasing | 13,609 | 1,193 | 55 | 1,091 | 53 | 96% | 2 | 4% | 0 | 0% |
| Employment | 70 | 4,725 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Employment Agencies | 186,523 | 157 | 170 | 551 | 103 | 61% | 58 | 34% | 9 | 5% |
| Employment Background Check | 81,847 | 330 | 223 | 441 | 170 | 76% | 51 | 23% | 2 | 1% |
| Employment Contractors | 34,882 | 650 | 29 | 1,456 | 10 | 34% | 18 | 62% | 1 | 3% |
| Employment Counselor | 7,154 | 1,627 | 6 | 2,526 | 5 | 83% | 1 | 17% | 0 | 0% |
| Employment Lawyers | 4,677 | 1,958 | 5 | 2,648 | 4 | 80% | 1 | 20% | 0 | 0% |
| Employment Litigation Lawyer | 3,811 | 2,127 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Employment Services | 65,245 | 401 | 154 | 596 | 62 | 40% | 86 | 56% | 6 | 4% |
| Employment Training | 19,908 | 935 | 44 | 1,202 | 14 | 32% | 15 | 34% | 15 | 34% |
| Enameling, Japanning and Lacquering | 14 | 5,188 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Encyclopedia | 148 | 4,430 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Encyclopedia and Book Sales by Internet | 1,205 | 3,043 | 5 | 2,648 | 1 | 20% | 4 | 80% | 0 | 0% |
| Encyclopedia and Book Sales by Mail | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Endocrinologist | 2,952 | 2,316 | 14 | 1,924 | 9 | 64% | 5 | 36% | 0 | 0% |
| Endodontics | 3,781 | 2,133 | 18 | 1,764 | 14 | 78% | 3 | 17% | 1 | 6% |
| Energy | 24 | 5,070 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Energy Audit | 21,168 | 900 | 48 | 1,154 | 35 | 73% | 13 | 27% | 0 | 0% |
| Energy Conservation Products | 87,602 | 311 | 202 | 485 | 161 | 80% | 36 | 18% | 5 | 2% |
| Energy Conservation Services | 18 | 5,139 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Energy Management Consultant | 46,166 | 535 | 90 | 833 | 81 | 90% | 8 | 9% | 1 | 1% |
| Energy Service Company | 252,574 | 102 | 751 | 184 | 698 | 93% | 51 | 7% | 2 | 0% |
| Engine Equipment | 30,241 | 722 | 65 | 1,003 | 31 | 48% | 32 | 49% | 2 | 3% |
| Engine Parts | 37 | 4,966 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Engine Starter | 565 | 3,629 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Engineer | 47 | 4,868 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Engineer Report | 1,239 | 3,020 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Engineering | 37 | 4,966 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Engineering Consultant | 24,707 | 813 | 18 | 1,764 | 5 | 28% | 13 | 72% | 0 | 0% |
| Engineering Equipment | 2,529 | 2,449 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Engines | 13 | 5,207 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Engraved Stationery | 427 | 3,832 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Engraving Supplies | 885 | 3,290 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Entertainer | 16,787 | 1,049 | 62 | 1,028 | 31 | 50% | 24 | 39% | 7 | 11% |
| Entertainment | 72 | 4,719 | 4 | 2,778 | 1 | 25% | 2 | 50% | 1 | 25% |
| Entertainment Bureau | 9,376 | 1,425 | 47 | 1,163 | 40 | 85% | 7 | 15% | 0 | 0% |
| Entertainment Lawyer | 382 | 3,885 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Entomologist | 37 | 4,966 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Envelopes Retail | 390 | 3,873 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Environmental Consulting | 16,324 | 1,062 | 14 | 1,924 | 7 | 50% | 6 | 43% | 1 | 7% |
| Environmental Engineer | 1,506 | 2,853 | 5 | 2,648 | 5 | 100% | 0 | 0% | 0 | 0% |
| Environmental Lawyer | 356 | 3,929 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Environmental Organizations | 3,044 | 2,293 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Environmental Services | 93 | 4,632 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Environmental Testing | 12,236 | 1,262 | 22 | 1,641 | 18 | 82% | 4 | 18% | 0 | 0% |
| Epoxy Floor Coating | 18,890 | 969 | 34 | 1,362 | 16 | 47% | 18 | 53% | 0 | 0% |
| Equestrian Services | 3,515 | 2,187 | 11 | 2,095 | 7 | 64% | 4 | 36% | 0 | 0% |
| Equine Nutrition | 183 | 4,334 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Equine Therapy | 710 | 3,449 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Equipment Calibration | 1,560 | 2,824 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Erosion Control | 4,580 | 1,979 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Escalator | 39 | 4,941 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Escape Room | 168 | 4,366 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Escort Service | 3,457 | 2,205 | 1 | 3,539 | 0 | 0% | 0 | 0% | 1 | 100% |
| Escrow Services | 34,281 | 659 | 84 | 876 | 44 | 52% | 37 | 44% | 3 | 4% |
| Essential Oils | 41,073 | 585 | 87 | 851 | 61 | 70% | 25 | 29% | 1 | 1% |
| Estate Appraisal | 51,773 | 484 | 157 | 586 | 86 | 55% | 70 | 45% | 1 | 1% |
| Estate Auctions | 14 | 5,188 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Estate Cleaning Services | 2,694 | 2,400 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Estate Liquidators | 25,573 | 796 | 61 | 1,034 | 38 | 62% | 19 | 31% | 4 | 7% |
| Estate Planning and Management | 49,602 | 502 | 14 | 1,924 | 9 | 64% | 3 | 21% | 2 | 14% |
| Estate Planning Attorney | 22,320 | 865 | 11 | 2,095 | 8 | 73% | 3 | 27% | 0 | 0% |
| Estate Sales | 388 | 3,875 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Esthetician | 4,544 | 1,986 | 21 | 1,665 | 9 | 43% | 8 | 38% | 4 | 19% |
| Etiquette School | 956 | 3,219 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Evaporating Apparatus | 181 | 4,339 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Evaporative Coolers | 911 | 3,259 | 8 | 2,322 | 6 | 75% | 2 | 25% | 0 | 0% |
| Event Center | 15,888 | 1,082 | 204 | 482 | 124 | 61% | 76 | 37% | 4 | 2% |
| Event Planner | 56,283 | 447 | 528 | 238 | 188 | 36% | 329 | 62% | 11 | 2% |
| Event Ticket Sales | 407,712 | 64 | 2,708 | 61 | 2,482 | 92% | 215 | 8% | 11 | 0% |
| Eviction | 6,816 | 1,665 | 20 | 1,692 | 13 | 65% | 7 | 35% | 0 | 0% |
| Excavating Contractors | 290,581 | 87 | 140 | 636 | 76 | 54% | 61 | 44% | 3 | 2% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Excavating Equipment | 2,521 | 2,452 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Excursion Boat | 1,892 | 2,674 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Executive Search Consultants | 10,541 | 1,350 | 7 | 2,415 | 1 | 14% | 5 | 71% | 1 | 14% |
| Executive Suites | 1,319 | 2,970 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Exercise and Wellness | 99 | 4,612 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Exercise Equipment | 1,640 | 2,792 | 12 | 2,038 | 10 | 83% | 2 | 17% | 0 | 0% |
| Exercise Equipment Repair | 2,838 | 2,356 | 18 | 1,764 | 6 | 33% | 10 | 56% | 2 | 11% |
| Exercise Machines | 48,833 | 512 | 469 | 265 | 346 | 74% | 111 | 24% | 12 | 3% |
| Exercise Programs | 90,944 | 305 | 947 | 150 | 766 | 81% | 171 | 18% | 10 | 1% |
| Exhaust Systems | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Exhibit Design | 1,905 | 2,665 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Exit Signs | 304 | 4,018 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Expanded Metal | 47 | 4,868 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Expansion Anchor | 43 | 4,910 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Expansion Joint | 415 | 3,844 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Experimental Work | 50 | 4,847 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Explosives | 344 | 3,949 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Export Management Company | 794 | 3,378 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Exporter | 6,750 | 1,673 | 15 | 1,888 | 7 | 47% | 8 | 53% | 0 | 0% |
| Expositions | 13,367 | 1,204 | 89 | 843 | 33 | 37% | 53 | 60% | 3 | 3% |
| Express and Transfer Service | 1,346 | 2,957 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Express Shipping Services | 51 | 4,840 | 5 | 2,648 | 4 | 80% | 1 | 20% | 0 | 0% |
| Extended Warranty Contract Service Companies | 205,953 | 137 | 1,579 | 96 | 1,426 | 90% | 100 | 6% | 53 | 3% |
| Exterior Building Cleaning | 6,373 | 1,721 | 7 | 2,415 | 3 | 43% | 4 | 57% | 0 | 0% |
| Exterior Designer | 3,924 | 2,103 | 11 | 2,095 | 0 | 0% | 10 | 91% | 1 | 9% |
| Extruded Metal | 1,538 | 2,838 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Eye Bank | 87 | 4,657 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Eye Training | 819 | 3,353 | 11 | 2,095 | 6 | 55% | 5 | 45% | 0 | 0% |
| Eyebrow Threading | 1,192 | 3,054 | 18 | 1,764 | 8 | 44% | 9 | 50% | 1 | 6% |
| Eyeglass Suppliers | 35,469 | 642 | 120 | 701 | 91 | 76% | 29 | 24% | 0 | 0% |
| Eyelets | 362 | 3,919 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fabric Bags | 3,463 | 2,202 | 7 | 2,415 | 3 | 43% | 4 | 57% | 0 | 0% |
| Fabric Binding | 117 | 4,526 | 2 | 3,199 | 0 | 0% | 1 | 50% | 1 | 50% |
| Fabric Cutting Machine | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fabric Labels | 239 | 4,162 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fabric Manufacturers | 4,725 | 1,950 | 17 | 1,801 | 10 | 59% | 7 | 41% | 0 | 0% |
| Fabric Shop | 14,712 | 1,135 | 73 | 935 | 59 | 81% | 13 | 18% | 1 | 1% |
| Facility Maintenance | 21,076 | 904 | 94 | 809 | 23 | 24% | 71 | 76% | 0 | 0% |
| Facility Planning | 395 | 3,865 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Factoring Service | 45,322 | 536 | 57 | 1,070 | 48 | 84% | 9 | 16% | 0 | 0% |
| Factors | 1,306 | 2,979 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Factory Consultants | 76 | 4,703 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fairgrounds | 280 | 4,069 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Fallout Shelter Equipment and Supplies | 88 | 4,653 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Fallout Shelters - Consultants | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Family Counselor | 18 | 5,139 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Family Entertainment | 14,621 | 1,138 | 166 | 560 | 93 | 56% | 71 | 43% | 2 | 1% |
| Family Lawyer | 37,036 | 624 | 23 | 1,601 | 12 | 52% | 9 | 39% | 2 | 9% |
| Family Planning | 194 | 4,297 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Family Practice | 20,100 | 927 | 198 | 496 | 135 | 68% | 62 | 31% | 1 | 1% |
| Family Services | 7,301 | 1,601 | 15 | 1,888 | 9 | 60% | 6 | 40% | 0 | 0% |
| Fan | 5 | 5,311 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Fan Club | 478 | 3,747 | 7 | 2,415 | 6 | 86% | 1 | 14% | 0 | 0% |
| Fan Repair | 449 | 3,792 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Farm | 18,327 | 988 | 55 | 1,091 | 29 | 53% | 23 | 42% | 3 | 5% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Farm Equipment | 31,809 | 693 | 154 | 596 | 108 | 70% | 45 | 29% | 1 | 1% |
| Farm Equipment Parts | 5,296 | 1,860 | 19 | 1,732 | 9 | 47% | 10 | 53% | 0 | 0% |
| Farm Loans | 1,007 | 3,179 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Farm Management | 906 | 3,265 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Farm Management Software | 80 | 4,682 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Farm Supply | 8,801 | 1,474 | 57 | 1,070 | 36 | 63% | 21 | 37% | 0 | 0% |
| Farmers Market | 9,179 | 1,440 | 47 | 1,163 | 11 | 23% | 33 | 70% | 3 | 6% |
| Farming Services | 1,938 | 2,646 | 7 | 2,415 | 6 | 86% | 1 | 14% | 0 | 0% |
| Farms - Urban | 19 | 5,123 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fashion | 1 | 5,424 | 5 | 2,648 | 1 | 20% | 4 | 80% | 0 | 0% |
| Fashion Accessories | 15,100 | 1,114 | 249 | 412 | 137 | 55% | 109 | 44% | 3 | 1% |
| Fashion Consultant | 2,095 | 2,587 | 20 | 1,692 | 0 | 0% | 20 | 100% | 0 | 0% |
| Fashion Designers | 7,505 | 1,588 | 73 | 935 | 46 | 63% | 21 | 29% | 6 | 8% |
| Fashion Show Producer | 313 | 4,001 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Faux Finishes | 4,683 | 1,957 | 6 | 2,526 | 2 | 33% | 3 | 50% | 1 | 17% |
| Faux Jewels | 1,583 | 2,815 | 44 | 1,202 | 11 | 25% | 33 | 75% | 0 | 0% |
| Fax Machine | 540 | 3,659 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Fax Service | 6,451 | 1,711 | 224 | 439 | 214 | 96% | 10 | 4% | 0 | 0% |
| Feather Products | 983 | 3,198 | 4 | 2,778 | 0 | 0% | 4 | 100% | 0 | 0% |
| Feathers | 228 | 4,193 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Feed Dealers | 6,734 | 1,676 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Feed Grinder | 29 | 5,024 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Feed Manufacturers | 1,268 | 2,997 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Feed Mill Equipment | 288 | 4,051 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Feed Mill Supplies | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Feed Supplements | 442 | 3,804 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Feedlot | 205 | 4,262 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Felt Products | 53 | 4,822 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fence Contractors | 572,612 | 43 | 1,098 | 136 | 696 | 63% | 373 | 34% | 29 | 3% |
| Fence Fittings | 4,250 | 2,042 | 6 | 2,526 | 6 | 100% | 0 | 0% | 0 | 0% |
| Fence Materials | 3,564 | 2,177 | 11 | 2,095 | 11 | 100% | 0 | 0% | 0 | 0% |
| Fence Rental | 535 | 3,667 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fence Sales | 98,127 | 289 | 249 | 412 | 145 | 58% | 95 | 38% | 9 | 4% |
| Fence Services | 163 | 4,378 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Fence Staining | 4,699 | 1,954 | 7 | 2,415 | 4 | 57% | 3 | 43% | 0 | 0% |
| Fencing Classes | 2,347 | 2,502 | 6 | 2,526 | 0 | 0% | 5 | 83% | 1 | 17% |
| Ferry | 479 | 3,742 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Fertilizer | 10,259 | 1,375 | 18 | 1,764 | 16 | 89% | 2 | 11% | 0 | 0% |
| Fertilizer Plant Equipment | 246 | 4,149 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fiber Optics | 5,672 | 1,815 | 16 | 1,851 | 13 | 81% | 3 | 19% | 0 | 0% |
| Fiber Products | 330 | 3,971 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Fiberglass | 232 | 4,183 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Fiberglass Bath | 1,051 | 3,142 | 10 | 2,159 | 6 | 60% | 4 | 40% | 0 | 0% |
| Fiberglass Fabrication | 1,251 | 3,010 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Fiberglass Products | 1,563 | 2,822 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Fiberglass Repair | 2,984 | 2,309 | 6 | 2,526 | 5 | 83% | 1 | 17% | 0 | 0% |
| Fidelity Bonds | 11,205 | 1,309 | 7 | 2,415 | 6 | 86% | 1 | 14% | 0 | 0% |
| Filing Machine | 53 | 4,822 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Filing Systems | 2,855 | 2,350 | 53 | 1,108 | 52 | 98% | 1 | 2% | 0 | 0% |
| Film Industry | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Film Scrap | 120 | 4,516 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Filtering Materials | 3,643 | 2,165 | 13 | 1,983 | 11 | 85% | 2 | 15% | 0 | 0% |
| Financial Consultants | 1,497 | 2,862 | 8 | 2,322 | 3 | 38% | 4 | 50% | 1 | 13% |
| Financial Planning Consultants | 263,449 | 96 | 150 | 607 | 106 | 71% | 32 | 21% | 12 | 8% |
| Financial Planning Kit | 990 | 3,192 | 12 | 2,038 | 9 | 75% | 3 | 25% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|-----------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Financial Printers | 86 | 4,660 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Financial Services | 1,406,017 | 16 | 3,787 | 37 | 3,415 | 90% | 317 | 8% | 55 | 1% |
| Financing | 132,843 | 220 | 623 | 215 | 551 | 88% | 65 | 10% | 7 | 1% |
| Financing Consultants | 37,748 | 621 | 73 | 935 | 55 | 75% | 15 | 21% | 3 | 4% |
| Find A Pet | 44,254 | 546 | 34 | 1,362 | 25 | 74% | 8 | 24% | 1 | 3% |
| Fine Artist | 5,312 | 1,857 | 13 | 1,983 | 1 | 8% | 12 | 92% | 0 | 0% |
| Fingerprinting | 4,215 | 2,051 | 16 | 1,851 | 6 | 38% | 9 | 56% | 1 | 6% |
| Fingerprinting Equipment | 166 | 4,372 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Fire | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fire and Water Damage Restoration | 445,450 | 57 | 709 | 194 | 600 | 85% | 102 | 14% | 7 | 1% |
| Fire Brick | 217 | 4,224 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fire Clean Up | 8,931 | 1,465 | 29 | 1,456 | 20 | 69% | 9 | 31% | 0 | 0% |
| Fire Damage Restoration | 11,158 | 1,312 | 19 | 1,732 | 14 | 74% | 5 | 26% | 0 | 0% |
| Fire Department | 892 | 3,283 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Fire Department Equipment | 2,462 | 2,468 | 15 | 1,888 | 10 | 67% | 5 | 33% | 0 | 0% |
| Fire Door | 71 | 4,721 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fire Emergency | 6,738 | 1,674 | 10 | 2,159 | 8 | 80% | 2 | 20% | 0 | 0% |
| Fire Escape | 502 | 3,710 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fire Exit Device | 39 | 4,941 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fire Extinguisher | 9,766 | 1,401 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Fire Extinguisher Fluid | 50 | 4,847 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fire Hose | 114 | 4,539 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fire Hydrant | 365 | 3,915 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fire Insurance | 8,440 | 1,503 | 11 | 2,095 | 5 | 45% | 6 | 55% | 0 | 0% |
| Fire Lookout Stations | 23 | 5,085 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fire Mitigation | 434 | 3,818 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Fire Protection | 50 | 4,847 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fire Protection Consultant | 8,586 | 1,491 | 9 | 2,239 | 5 | 56% | 4 | 44% | 0 | 0% |
| Fire Protection Contractor | 14,349 | 1,150 | 21 | 1,665 | 9 | 43% | 12 | 57% | 0 | 0% |
| Fire Safety Equipment | 21,151 | 901 | 15 | 1,888 | 9 | 60% | 6 | 40% | 0 | 0% |
| Fire Safety Supplies | 38 | 4,957 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fire sprinklers | 14,910 | 1,121 | 7 | 2,415 | 6 | 86% | 1 | 14% | 0 | 0% |
| Firearm Manufacturer | 3,801 | 2,128 | 25 | 1,552 | 13 | 52% | 12 | 48% | 0 | 0% |
| Fireplace | 58,660 | 436 | 179 | 531 | 130 | 73% | 42 | 23% | 7 | 4% |
| Fireplace Equipment | 17,579 | 1,016 | 62 | 1,028 | 48 | 77% | 10 | 16% | 4 | 6% |
| Fireplace Equipment Manufacturers | 2,688 | 2,401 | 75 | 925 | 37 | 49% | 31 | 41% | 7 | 9% |
| Fireproof Materials | 24 | 5,070 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fireproofing | 897 | 3,278 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Firewood | 11,096 | 1,316 | 30 | 1,431 | 10 | 33% | 15 | 50% | 5 | 17% |
| Fireworks | 5,878 | 1,780 | 7 | 2,415 | 5 | 71% | 2 | 29% | 0 | 0% |
| First Aid | 5 | 5,311 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| First Aid Instruction | 3,587 | 2,175 | 11 | 2,095 | 7 | 64% | 4 | 36% | 0 | 0% |
| First Aid Supplies | 1,564 | 2,821 | 11 | 2,095 | 6 | 55% | 5 | 45% | 0 | 0% |
| Fish By-Products | 164 | 4,376 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Fish Hatchery | 1,162 | 3,074 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Fish Net | 45 | 4,883 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fish Oil | 25 | 5,064 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Fish Processing Equipment | 29 | 5,024 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fish Processor | 527 | 3,678 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fishermens Supplies | 1,605 | 2,807 | 9 | 2,239 | 2 | 22% | 7 | 78% | 0 | 0% |
| Fishery Consultants | 217 | 4,224 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fishing Bait | 2,057 | 2,604 | 11 | 2,095 | 2 | 18% | 8 | 73% | 1 | 9% |
| Fishing Charters | 4,392 | 2,007 | 20 | 1,692 | 8 | 40% | 12 | 60% | 0 | 0% |
| Fishing Gear | 0 | 5,464 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Fishing License | 24 | 5,070 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable To Pursue | % |
|--|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Fishing Pier | 419 | 3,841 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Fishing Tackle | 9,480 | 1,417 | 53 | 1,108 | 32 | 60% | 17 | 32% | 4 | 8% |
| Fishing Tackle Parts | 507 | 3,708 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Fitness Center | 120,403 | 243 | 2,843 | 56 | 1,944 | 68% | 851 | 30% | 48 | 2% |
| Fix It Shop | 1,245 | 3,015 | 8 | 2,322 | 6 | 75% | 2 | 25% | 0 | 0% |
| Flag Manufacturers | 929 | 3,241 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Flag Poles | 1,620 | 2,802 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Flags | 43,013 | 560 | 64 | 1,015 | 56 | 88% | 8 | 13% | 0 | 0% |
| Flame Proofing Materials | 9 | 5,248 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Flameproofing | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Flange | 36 | 4,978 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Flat Roofing Contractors | 6,878 | 1,654 | 9 | 2,239 | 5 | 56% | 4 | 44% | 0 | 0% |
| Flatware | 715 | 3,442 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Flavoring Extracts | 619 | 3,561 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Flea Markets | 7,202 | 1,619 | 28 | 1,476 | 11 | 39% | 15 | 54% | 2 | 7% |
| Fleet Maintenance | 1,089 | 3,121 | 12 | 2,038 | 6 | 50% | 6 | 50% | 0 | 0% |
| Fleet Services | 2,658 | 2,409 | 17 | 1,801 | 10 | 59% | 7 | 41% | 0 | 0% |
| Flexible Metal Hose | 304 | 4,018 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Flight Attendant | 98 | 4,616 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Flight Instructor | 491 | 3,730 | 2 | 3,199 | 0 | 0% | 1 | 50% | 1 | 50% |
| Flight School | 6,705 | 1,683 | 16 | 1,851 | 12 | 75% | 4 | 25% | 0 | 0% |
| Floats - Mechanical | 47 | 4,868 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Flock Manufacturers | 12 | 5,217 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Flood Assistance | 1,624 | 2,800 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Flood Control Equipment | 916 | 3,255 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Floodlights | 381 | 3,888 | 5 | 2,648 | 2 | 40% | 3 | 60% | 0 | 0% |
| Floor Cleaning | 6,541 | 1,701 | 10 | 2,159 | 5 | 50% | 5 | 50% | 0 | 0% |
| Floor Coverings | 79,888 | 339 | 218 | 448 | 141 | 65% | 71 | 33% | 6 | 3% |
| Floor Installation | 180,966 | 162 | 317 | 349 | 210 | 66% | 99 | 31% | 8 | 3% |
| Floor Machine | 479 | 3,742 | 7 | 2,415 | 2 | 29% | 3 | 43% | 2 | 29% |
| Floor Machine Rental | 102 | 4,601 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Floor Machine Repair | 202 | 4,270 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Floor Refinishing | 5,040 | 1,905 | 15 | 1,888 | 9 | 60% | 5 | 33% | 1 | 7% |
| Floor Removal | 2,559 | 2,437 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Floor Removal, Resurfacing and Refinishing | 1,220 | 3,029 | 8 | 2,322 | 4 | 50% | 4 | 50% | 0 | 0% |
| Floor Resurfacing | 1,359 | 2,947 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Floor Treatment Compounds | 1,002 | 3,182 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Flooring Contractors | 174,155 | 173 | 378 | 315 | 208 | 55% | 154 | 41% | 16 | 4% |
| Floral Design Classes | 638 | 3,535 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Florists Supplies | 2,137 | 2,569 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Flotation Therapy | 404 | 3,856 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Flour | 371 | 3,903 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Flower Broker | 591 | 3,603 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Foam Rubber | 2,364 | 2,498 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Foil Printing | 7 | 5,279 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Foil Products | 56 | 4,802 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Folding Machine | 18 | 5,139 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Folding Tables | 269 | 4,096 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Food and Beverage Consultants | 2,618 | 2,418 | 5 | 2,648 | 2 | 40% | 3 | 60% | 0 | 0% |
| Food and Beverage Services | 23,298 | 843 | 175 | 541 | 90 | 51% | 72 | 41% | 13 | 7% |
| Food Broker | 4,578 | 1,980 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Food Delivery | 55,101 | 456 | 804 | 175 | 666 | 83% | 130 | 16% | 8 | 1% |
| Food Industry | 31 | 5,010 | 1 | 3,539 | 0 | 0% | 0 | 0% | 1 | 100% |
| Food Manufacturer | 62,012 | 418 | 212 | 468 | 159 | 75% | 42 | 20% | 11 | 5% |
| Food Manufacturing Equipment | 3,784 | 2,131 | 13 | 1,983 | 7 | 54% | 6 | 46% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|----------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Food Processing Equipment | 5,180 | 1,879 | 17 | 1,801 | 11 | 65% | 6 | 35% | 0 | 0% |
| Food Reconditioning | 67 | 4,740 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Food Service Consultants | 865 | 3,313 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Food Service Management | 10,142 | 1,380 | 55 | 1,091 | 43 | 78% | 10 | 18% | 2 | 4% |
| Food Trucks | 1,166 | 3,070 | 13 | 1,983 | 4 | 31% | 8 | 62% | 1 | 8% |
| Food Wholesalers | 35 | 4,985 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Foods | 32,228 | 685 | 126 | 681 | 86 | 68% | 36 | 29% | 4 | 3% |
| Foot Appliances | 1,423 | 2,899 | 5 | 2,648 | 2 | 40% | 3 | 60% | 0 | 0% |
| Football Club | 2,150 | 2,559 | 20 | 1,692 | 10 | 50% | 9 | 45% | 1 | 5% |
| Foreclosed Property Remodeling | 1,537 | 2,840 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Foreclosure Help | 8,801 | 1,474 | 15 | 1,888 | 6 | 40% | 9 | 60% | 0 | 0% |
| Foreclosures | 26,641 | 777 | 30 | 1,431 | 16 | 53% | 12 | 40% | 2 | 7% |
| Foreign Auto Repair | 21,513 | 887 | 52 | 1,116 | 41 | 79% | 10 | 19% | 1 | 2% |
| Foreign Currency Exchange Broker | 25,332 | 802 | 160 | 579 | 121 | 76% | 23 | 14% | 16 | 10% |
| Foreign Government Offices | 8,421 | 1,506 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Foreign Lottery | 4,595 | 1,978 | 4 | 2,778 | 0 | 0% | 1 | 25% | 3 | 75% |
| Foreign Online Pharmacy | 1,021 | 3,172 | 3 | 2,967 | 0 | 0% | 2 | 67% | 1 | 33% |
| Foreign Pharmaceutical Suppliers | 1,245 | 3,015 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Forensic Accounting | 1,113 | 3,103 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Forensic Computers | 1,438 | 2,896 | 9 | 2,239 | 8 | 89% | 1 | 11% | 0 | 0% |
| Forensic Loan Audit | 6,125 | 1,741 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Forester Consulting | 3,033 | 2,298 | 2 | 3,199 | 1 | 50% | 0 | 0% | 1 | 50% |
| Forging | 688 | 3,479 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Forging Equipment | 58 | 4,791 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Forklift Repair | 3,853 | 2,121 | 12 | 2,038 | 9 | 75% | 3 | 25% | 0 | 0% |
| Forklift Truck | 2,656 | 2,411 | 7 | 2,415 | 3 | 43% | 4 | 57% | 0 | 0% |
| Formal Wear | 13,333 | 1,208 | 78 | 913 | 51 | 65% | 23 | 29% | 4 | 5% |
| Foster Care | 1,408 | 2,909 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Foundation Contractors | 256,093 | 99 | 285 | 378 | 212 | 74% | 61 | 21% | 12 | 4% |
| Foundation Inspection | 1,845 | 2,691 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Foundation Repair | 100,825 | 279 | 141 | 631 | 86 | 61% | 50 | 35% | 5 | 4% |
| Foundry | 5,383 | 1,848 | 5 | 2,648 | 3 | 60% | 1 | 20% | 1 | 20% |
| Foundry Equipment | 743 | 3,421 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Framing Contractors | 24,702 | 814 | 12 | 2,038 | 7 | 58% | 5 | 42% | 0 | 0% |
| Franchise | 14,452 | 1,144 | 39 | 1,271 | 26 | 67% | 13 | 33% | 0 | 0% |
| Fraternal Organizations | 4,205 | 2,057 | 4 | 2,778 | 2 | 50% | 1 | 25% | 1 | 25% |
| Fraternal Regalia | 322 | 3,979 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fraternities | 151 | 4,413 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Freelance Writer | 6,514 | 1,706 | 11 | 2,095 | 7 | 64% | 3 | 27% | 1 | 9% |
| Freeze Dried Food | 2,341 | 2,504 | 8 | 2,322 | 7 | 88% | 1 | 13% | 0 | 0% |
| Freezer Food Sales | 2,341 | 2,504 | 8 | 2,322 | 8 | 100% | 0 | 0% | 0 | 0% |
| Freight Consolidation | 1,199 | 3,047 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Freight Container | 6 | 5,290 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Freight Forwarding | 82,102 | 328 | 369 | 319 | 273 | 74% | 93 | 25% | 3 | 1% |
| Freight Traffic Service | 6,841 | 1,662 | 10 | 2,159 | 6 | 60% | 4 | 40% | 0 | 0% |
| French Doors | 193 | 4,305 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fridge Rental | 149 | 4,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Frog Dealers | 258 | 4,122 | 14 | 1,924 | 9 | 64% | 1 | 7% | 4 | 29% |
| Frozen Custard Machine | 29 | 5,024 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Frozen Dessert Dealers | 7,748 | 1,563 | 24 | 1,578 | 13 | 54% | 9 | 38% | 2 | 8% |
| Frozen Dessert Distributors | 2,061 | 2,601 | 7 | 2,415 | 4 | 57% | 3 | 43% | 0 | 0% |
| Frozen Food Companies | 8,196 | 1,529 | 27 | 1,507 | 5 | 19% | 21 | 78% | 1 | 4% |
| Frozen Food Locker Plants | 224 | 4,206 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Frozen Food Processors | 762 | 3,404 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fruit Growers | 6 | 5,290 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|--|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Fruit Shippers | 5,034 | 1,907 | 7 | 2,415 | 6 | 86% | 1 | 14% | 0 | 0% |
| Fruits and Vegetables Retail | 6,568 | 1,697 | 17 | 1,801 | 8 | 47% | 9 | 53% | 0 | 0% |
| Fuel | 14 | 5,188 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fuel Conversion Engines | 1,299 | 2,982 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fuel Economizer | 2,810 | 2,366 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fuel Injection Services | 3,652 | 2,164 | 7 | 2,415 | 6 | 86% | 1 | 14% | 0 | 0% |
| Fuel Injection System | 1,374 | 2,936 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Fuel Oil | 116,471 | 251 | 394 | 303 | 347 | 88% | 46 | 12% | 1 | 0% |
| Fuel Oil Treatment | 456 | 3,779 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fuel Tax Service | 5 | 5,311 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fulfillment Services | 43,781 | 552 | 422 | 285 | 356 | 84% | 47 | 11% | 19 | 5% |
| Fumigation | 807 | 3,365 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Fundraising Counselors and Organizations | 44,895 | 540 | 71 | 952 | 60 | 85% | 9 | 13% | 2 | 3% |
| Fundraising Supplies | 13,958 | 1,180 | 20 | 1,692 | 11 | 55% | 9 | 45% | 0 | 0% |
| Funeral Director | 54,345 | 465 | 110 | 739 | 88 | 80% | 21 | 19% | 1 | 1% |
| Funeral Director Equipment | 705 | 3,453 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Funeral Escort | 339 | 3,960 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Funeral Flowers | 1,369 | 2,940 | 24 | 1,578 | 3 | 13% | 21 | 88% | 0 | 0% |
| Funeral Homes | 44,144 | 547 | 121 | 698 | 74 | 61% | 47 | 39% | 0 | 0% |
| Funeral Insurance | 6,127 | 1,740 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Funeral Services | 50,789 | 492 | 156 | 588 | 114 | 73% | 40 | 26% | 2 | 1% |
| Fungicides | 52 | 4,832 | 8 | 2,322 | 4 | 50% | 4 | 50% | 0 | 0% |
| Funnel | 16 | 5,165 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fur | 5,650 | 1,818 | 10 | 2,159 | 8 | 80% | 2 | 20% | 0 | 0% |
| Fur Accessories | 751 | 3,410 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Fur Cleaning and Dyeing Retail | 267 | 4,104 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fur Cutting | 19 | 5,123 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fur Dealer | 698 | 3,465 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fur Designers | 486 | 3,733 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fur Dresser | 5 | 5,311 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fur Farm Equipment | 43 | 4,910 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fur Liners | 110 | 4,560 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Fur Matching | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Fur Storage | 499 | 3,715 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Furnace Cleaning | 3,546 | 2,180 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Furnace Repair | 24,953 | 811 | 64 | 1,015 | 48 | 75% | 16 | 25% | 0 | 0% |
| Furnace Sales | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Furniture Assembly Service | 2,724 | 2,388 | 20 | 1,692 | 12 | 60% | 8 | 40% | 0 | 0% |
| Furniture Builders | 14 | 5,188 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Furniture Cleaning | 806 | 3,367 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Furniture Cleaning Equipment | 443 | 3,801 | 9 | 2,239 | 9 | 100% | 0 | 0% | 0 | 0% |
| Furniture Consignment | 3,698 | 2,152 | 37 | 1,301 | 22 | 59% | 12 | 32% | 3 | 8% |
| Furniture Designers | 35,407 | 645 | 193 | 507 | 93 | 48% | 90 | 47% | 10 | 5% |
| Furniture Frames | 450 | 3,788 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Furniture Manufacturers | 134,599 | 215 | 433 | 278 | 368 | 85% | 57 | 13% | 8 | 2% |
| Furniture Manufacturers Equipment | 752 | 3,408 | 7 | 2,415 | 3 | 43% | 4 | 57% | 0 | 0% |
| Furniture Pads | 185 | 4,326 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Furniture Repair | 42,271 | 572 | 127 | 679 | 67 | 53% | 55 | 43% | 5 | 4% |
| Furniture Repair Supplies | 769 | 3,396 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Furniture Stores | 1,015,977 | 27 | 12,420 | 8 | 10,879 | 88% | 1,383 | 11% | 158 | 1% |
| Furniture Stripping | 264 | 4,110 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Futon Sales | 2,579 | 2,430 | 6 | 2,526 | 6 | 100% | 0 | 0% | 0 | 0% |
| Galvanize | 281 | 4,067 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Gambling Addiction Treatment | 183 | 4,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Gambling Machines | 1,039 | 3,155 | 7 | 2,415 | 0 | 0% | 6 | 86% | 1 | 14% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|---|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Game Birds | 224 | 4,206 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Game Farm | 574 | 3,619 | 1 | 3,539 | 0 | 0% | 0 | 0% | 1 | 100% |
| Game Tables | 446 | 3,797 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Games | 28,461 | 746 | 180 | 528 | 77 | 43% | 101 | 56% | 2 | 1% |
| Garage Builders | 58,789 | 435 | 129 | 668 | 97 | 75% | 30 | 23% | 2 | 2% |
| Garage Door Repair | 77,838 | 350 | 281 | 381 | 163 | 58% | 104 | 37% | 14 | 5% |
| Garage Doors | 286,563 | 88 | 536 | 235 | 401 | 75% | 119 | 22% | 16 | 3% |
| Garage Floor | 8,564 | 1,493 | 9 | 2,239 | 7 | 78% | 1 | 11% | 1 | 11% |
| Garage Organizers | 7,655 | 1,571 | 12 | 2,038 | 5 | 42% | 7 | 58% | 0 | 0% |
| Garbage Disposal Parts | 1,835 | 2,699 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Garbage Removal | 176,360 | 171 | 2,270 | 71 | 1,807 | 80% | 437 | 19% | 26 | 1% |
| Garden Center | 13,200 | 1,219 | 56 | 1,082 | 33 | 59% | 22 | 39% | 1 | 2% |
| Garden Fountains | 5,306 | 1,858 | 17 | 1,801 | 8 | 47% | 9 | 53% | 0 | 0% |
| Garden Hand Tools | 1,049 | 3,144 | 3 | 2,967 | 2 | 67% | 0 | 0% | 1 | 33% |
| Gardener | 7,649 | 1,572 | 16 | 1,851 | 7 | 44% | 8 | 50% | 1 | 6% |
| Gardening | 16 | 5,165 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Garment Rack | 136 | 4,468 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Garment Restoration | 243 | 4,154 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Garments - Printing & Lettering | 6,436 | 1,712 | 24 | 1,578 | 13 | 54% | 10 | 42% | 1 | 4% |
| Gas Boosters | 17 | 5,155 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Gas Burner | 607 | 3,579 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Gas Contractors | 2,771 | 2,379 | 7 | 2,415 | 3 | 43% | 4 | 57% | 0 | 0% |
| Gas Cylinder | 432 | 3,821 | 6 | 2,526 | 3 | 50% | 3 | 50% | 0 | 0% |
| Gas Detector | 308 | 4,014 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Gas Distributors | 5,740 | 1,796 | 18 | 1,764 | 15 | 83% | 2 | 11% | 1 | 6% |
| Gas Engine | 5,341 | 1,853 | 9 | 2,239 | 6 | 67% | 3 | 33% | 0 | 0% |
| Gas Fittings | 897 | 3,278 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Gas Lighting | 138 | 4,462 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Gas Plant Equipment | 169 | 4,364 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Gas Power Equipment | 849 | 3,327 | 9 | 2,239 | 7 | 78% | 2 | 22% | 0 | 0% |
| Gas Recycling | 29 | 5,024 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Gas Station | 68,062 | 386 | 646 | 207 | 359 | 56% | 271 | 42% | 16 | 2% |
| Gas Well Drilling | 991 | 3,187 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Gasket | 1,445 | 2,890 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Gasoline | 3,608 | 2,171 | 73 | 935 | 31 | 42% | 40 | 55% | 2 | 3% |
| Gasoline Additives Manufacturers and Distributors | 511 | 3,702 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Gasoline Engine | 1,441 | 2,895 | 28 | 1,476 | 26 | 93% | 2 | 7% | 0 | 0% |
| Gasoline Plant Equipment | 486 | 3,733 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Gastroenterology | 6,885 | 1,652 | 49 | 1,144 | 39 | 80% | 10 | 20% | 0 | 0% |
| Gates | 9,053 | 1,453 | 30 | 1,431 | 10 | 33% | 20 | 67% | 0 | 0% |
| Gauge | 1,748 | 2,732 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Gavel | 14 | 5,188 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Gazebo | 2,775 | 2,378 | 7 | 2,415 | 4 | 57% | 3 | 43% | 0 | 0% |
| Gears | 640 | 3,532 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Gelatin | 29 | 5,024 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Genealogists | 664 | 3,508 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Genealogy | 68,137 | 385 | 326 | 341 | 319 | 98% | 7 | 2% | 0 | 0% |
| General Contractor | 3,967,671 | 2 | 4,146 | 35 | 2,131 | 51% | 1,876 | 45% | 139 | 3% |
| General Engineering Contractor | 56,956 | 445 | 48 | 1,154 | 25 | 52% | 21 | 44% | 2 | 4% |
| General Interest Schools | 3,737 | 2,143 | 14 | 1,924 | 7 | 50% | 5 | 36% | 2 | 14% |
| General Merchandise | 121,906 | 239 | 1,182 | 126 | 774 | 65% | 379 | 32% | 29 | 2% |
| General Services | 18,055 | 1,002 | 178 | 535 | 60 | 34% | 106 | 60% | 12 | 7% |
| Generator | 10,153 | 1,379 | 37 | 1,301 | 23 | 62% | 14 | 38% | 0 | 0% |
| Generator Maintenance | 2,009 | 2,616 | 6 | 2,526 | 3 | 50% | 3 | 50% | 0 | 0% |
| Generator Repair | 41 | 4,923 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|-------------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Geochemist | 6 | 5,290 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Geographer | 19 | 5,123 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Geologist | 634 | 3,541 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Geologist Equipment | 12 | 5,217 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Geophysical Equipment | 33 | 5,001 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Geophysicist | 384 | 3,883 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Geotechnical Engineering | 2,378 | 2,493 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Geothermal Drilling | 497 | 3,718 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Geothermal Heat Pump | 9,655 | 1,410 | 24 | 1,578 | 19 | 79% | 4 | 17% | 1 | 4% |
| Gift Baskets | 20,559 | 917 | 195 | 503 | 71 | 36% | 122 | 63% | 2 | 1% |
| Gift Boxes | 365 | 3,915 | 9 | 2,239 | 2 | 22% | 7 | 78% | 0 | 0% |
| Gift Cards | 51,819 | 483 | 222 | 442 | 198 | 89% | 21 | 9% | 3 | 1% |
| Gift Shop | 50,866 | 491 | 313 | 354 | 192 | 61% | 113 | 36% | 8 | 3% |
| Gift Wrap | 1,483 | 2,865 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Gift Wrapping | 77 | 4,695 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Girdles | 4,619 | 1,977 | 35 | 1,334 | 4 | 11% | 30 | 86% | 1 | 3% |
| Girls Apparel | 1,207 | 3,041 | 32 | 1,394 | 9 | 28% | 23 | 72% | 0 | 0% |
| Glace Fruit | 14 | 5,188 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Glass Balls | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Glass Block | 8,361 | 1,511 | 5 | 2,648 | 5 | 100% | 0 | 0% | 0 | 0% |
| Glass Blower | 1,468 | 2,874 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Glass Board Up Service | 1,968 | 2,634 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Glass Coating | 12,774 | 1,240 | 29 | 1,456 | 14 | 48% | 14 | 48% | 1 | 3% |
| Glass Coating and Tinting Materials | 277 | 4,075 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Glass Coating Machinery | 15 | 5,175 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Glass Company | 10,354 | 1,362 | 33 | 1,379 | 17 | 52% | 14 | 42% | 2 | 6% |
| Glass Cutting | 333 | 3,964 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Glass Engravers | 260 | 4,117 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Glass Printer | 238 | 4,166 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Glass Repair | 17,563 | 1,019 | 74 | 931 | 36 | 49% | 35 | 47% | 3 | 4% |
| Glass Rods | 47 | 4,868 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Glass Tinting | 38 | 4,957 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Glassware | 26,677 | 776 | 28 | 1,476 | 20 | 71% | 6 | 21% | 2 | 7% |
| Glassware Decorators | 1,091 | 3,118 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Glassware Rental | 8 | 5,260 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Glassware Wholesale | 3,395 | 2,216 | 10 | 2,159 | 10 | 100% | 0 | 0% | 0 | 0% |
| Glazier | 6,815 | 1,666 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Glaziers Supply | 18 | 5,139 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Glider | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Global Positioning Systems | 15,437 | 1,103 | 107 | 750 | 97 | 91% | 10 | 9% | 0 | 0% |
| Glove Repair | 50 | 4,847 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Gloves | 534 | 3,669 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Gluten Free Food | 316 | 3,996 | 9 | 2,239 | 0 | 0% | 9 | 100% | 0 | 0% |
| Go-Kart Manufacturers | 59 | 4,783 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Go-Karts | 3,243 | 2,246 | 28 | 1,476 | 24 | 86% | 4 | 14% | 0 | 0% |
| Gold Buyers | 38,265 | 613 | 26 | 1,524 | 20 | 77% | 6 | 23% | 0 | 0% |
| Gold Leaf | 19 | 5,123 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Gold Stamping | 6 | 5,290 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Goldsmith | 1,108 | 3,105 | 7 | 2,415 | 5 | 71% | 2 | 29% | 0 | 0% |
| Golf | 22 | 5,098 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Golf Caddy | 524 | 3,682 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Golf Carts | 21,323 | 895 | 87 | 851 | 45 | 52% | 41 | 47% | 1 | 1% |
| Golf Course Architects | 125 | 4,497 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Golf Course Construction | 828 | 3,345 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Golf Course Equipment | 2,146 | 2,562 | 8 | 2,322 | 8 | 100% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|---|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Golf Equipment | 30,558 | 717 | 76 | 921 | 54 | 71% | 21 | 28% | 1 | 1% |
| Golf Equipment Manufacturers | 2,371 | 2,496 | 8 | 2,322 | 7 | 88% | 1 | 13% | 0 | 0% |
| Golf Equipment Repair | 287 | 4,055 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Golf Lessons | 3,541 | 2,182 | 18 | 1,764 | 7 | 39% | 8 | 44% | 3 | 17% |
| Golf Supplies | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Golf Tour | 757 | 3,407 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Golf Tournament | 158 | 4,395 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Gourmet Shop | 5,245 | 1,867 | 18 | 1,764 | 10 | 56% | 5 | 28% | 3 | 17% |
| Government Auctions and Job Listing Services | 2,201 | 2,542 | 14 | 1,924 | 7 | 50% | 6 | 43% | 1 | 7% |
| Government Contractors | 7,755 | 1,562 | 73 | 935 | 69 | 95% | 4 | 5% | 0 | 0% |
| Government Employment Service | 1,046 | 3,148 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Government Grant Services | 19,065 | 962 | 28 | 1,476 | 5 | 18% | 11 | 39% | 12 | 43% |
| Government Loan Collection Agencies | 1,952 | 2,640 | 14 | 1,924 | 7 | 50% | 6 | 43% | 1 | 7% |
| Government Offices | 11,225 | 1,304 | 39 | 1,271 | 18 | 46% | 17 | 44% | 4 | 10% |
| GPS Rental | 35 | 4,985 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Graduation | 19 | 5,123 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Graffiti Removal | 241 | 4,157 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Grain Brokers | 207 | 4,255 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Grain Dealers | 750 | 3,412 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Grain Drying | 144 | 4,444 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Grain Elevator | 883 | 3,292 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Grain Elevator Construction | 678 | 3,493 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Grain Elevator Equipment | 280 | 4,069 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Grain Exchange | 32 | 5,004 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Grain Inspection | 44 | 4,896 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Granite | 86,257 | 316 | 202 | 485 | 128 | 63% | 69 | 34% | 5 | 2% |
| Granite Fabrication | 52 | 4,832 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Granite Installation | 85,402 | 317 | 183 | 523 | 105 | 57% | 73 | 40% | 5 | 3% |
| Grant Writing | 4,644 | 1,965 | 12 | 2,038 | 6 | 50% | 3 | 25% | 3 | 25% |
| Grant, Scholarship and Financial Aid Finder Service | 16,256 | 1,065 | 19 | 1,732 | 7 | 37% | 6 | 32% | 6 | 32% |
| Graphic Designer | 61,779 | 419 | 114 | 720 | 51 | 45% | 49 | 43% | 14 | 12% |
| Graphic Printing | 148,208 | 198 | 152 | 601 | 89 | 59% | 62 | 41% | 1 | 1% |
| Graphics Computer | 3,631 | 2,168 | 20 | 1,692 | 7 | 35% | 12 | 60% | 1 | 5% |
| Grass Trimmers | 38 | 4,957 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Grating | 135 | 4,471 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Gravel | 17 | 5,155 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Grease Pumping | 541 | 3,658 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Grease Seals | 218 | 4,222 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Grease Trap | 1,889 | 2,675 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Green Contractors | 27,680 | 759 | 63 | 1,024 | 36 | 57% | 26 | 41% | 1 | 2% |
| Green Products | 13 | 5,207 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Greenhouse | 4,373 | 2,011 | 8 | 2,322 | 2 | 25% | 4 | 50% | 2 | 25% |
| Greenhouse Builder | 1,260 | 3,004 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Greenhouse Equipment | 2,706 | 2,396 | 9 | 2,239 | 8 | 89% | 1 | 11% | 0 | 0% |
| Greeting Card Manufacturers | 270 | 4,093 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Greeting Card Store | 7,853 | 1,549 | 34 | 1,362 | 19 | 56% | 15 | 44% | 0 | 0% |
| Grill Cleaning | 288 | 4,051 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Grinding Machine | 317 | 3,995 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Grinding Wheel | 58 | 4,791 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Grinding Wheel Dresser | 55 | 4,809 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Grocery Store | 79,561 | 340 | 928 | 153 | 709 | 76% | 214 | 23% | 5 | 1% |
| Grommet | 32 | 5,004 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Grounds Maintenance | 2,710 | 2,393 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Group Home | 4,777 | 1,941 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Grout Repair | 7,546 | 1,584 | 23 | 1,601 | 12 | 52% | 11 | 48% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Grouting Compounds | 531 | 3,674 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Guard Dogs | 1,584 | 2,814 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Guardian Protection Services | 5,071 | 1,897 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Guest Ranch | 964 | 3,215 | 24 | 1,578 | 7 | 29% | 17 | 71% | 0 | 0% |
| Guide Advertising | 4,327 | 2,024 | 25 | 1,552 | 14 | 56% | 11 | 44% | 0 | 0% |
| Guide Service | 3,917 | 2,108 | 12 | 2,038 | 5 | 42% | 7 | 58% | 0 | 0% |
| Guitar | 4,931 | 1,916 | 39 | 1,271 | 31 | 79% | 8 | 21% | 0 | 0% |
| Gum | 40 | 4,930 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Gumming Service | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Gun Dealers | 83,146 | 324 | 388 | 310 | 249 | 64% | 131 | 34% | 8 | 2% |
| Gun Equipment | 11,361 | 1,299 | 68 | 974 | 23 | 34% | 44 | 65% | 1 | 1% |
| Gun Safes | 922 | 3,248 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Gun Safety | 38,409 | 611 | 54 | 1,100 | 44 | 81% | 9 | 17% | 1 | 2% |
| Gunsmiths | 88,604 | 309 | 422 | 285 | 289 | 68% | 130 | 31% | 3 | 1% |
| Gutter Cleaning | 26,263 | 781 | 31 | 1,413 | 18 | 58% | 12 | 39% | 1 | 3% |
| Gutter Guards | 17,920 | 1,006 | 82 | 884 | 79 | 96% | 2 | 2% | 1 | 1% |
| Gutters | 265,178 | 95 | 367 | 322 | 271 | 74% | 80 | 22% | 16 | 4% |
| Gutters Contractors | 51,432 | 486 | 138 | 646 | 70 | 51% | 66 | 48% | 2 | 1% |
| Gymnasium | 51,127 | 490 | 535 | 236 | 333 | 62% | 193 | 36% | 9 | 2% |
| Gymnasium Equipment | 5,814 | 1,789 | 23 | 1,601 | 15 | 65% | 8 | 35% | 0 | 0% |
| Gymnastics | 45 | 4,883 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Gymnastics Classes | 18,508 | 984 | 60 | 1,042 | 34 | 57% | 26 | 43% | 0 | 0% |
| Gymnastics Equipment | 3,629 | 2,169 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Gypsum | 136 | 4,468 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hail Repair | 3,967 | 2,094 | 7 | 2,415 | 1 | 14% | 5 | 71% | 1 | 14% |
| Hair Care | 48 | 4,861 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Hair Curlers | 111 | 4,553 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Hair Nets | 18 | 5,139 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hair Ornaments | 1,311 | 2,977 | 31 | 1,413 | 25 | 81% | 5 | 16% | 1 | 3% |
| Hair Pieces | 12 | 5,217 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Hair Products | 52,128 | 480 | 411 | 292 | 233 | 57% | 173 | 42% | 5 | 1% |
| Hair Removal Equipment | 515 | 3,695 | 5 | 2,648 | 4 | 80% | 1 | 20% | 0 | 0% |
| Hair Replacement | 42,635 | 568 | 92 | 821 | 75 | 82% | 15 | 16% | 2 | 2% |
| Hair Styling | 25,850 | 787 | 286 | 376 | 154 | 54% | 128 | 45% | 4 | 1% |
| Hair Weave | 23,481 | 840 | 111 | 732 | 41 | 37% | 68 | 61% | 2 | 2% |
| Halloween Decorations | 696 | 3,470 | 9 | 2,239 | 4 | 44% | 5 | 56% | 0 | 0% |
| Halls | 2,873 | 2,346 | 11 | 2,095 | 5 | 45% | 6 | 55% | 0 | 0% |
| Hammock | 101 | 4,606 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Hamper Wholesale | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hand Dryers | 702 | 3,458 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hand Painting | 3,137 | 2,272 | 11 | 2,095 | 3 | 27% | 7 | 64% | 1 | 9% |
| Hand Tools | 16,872 | 1,043 | 85 | 872 | 63 | 74% | 21 | 25% | 1 | 1% |
| Handbag Manufacturers | 445 | 3,798 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Handbag Repair | 80 | 4,682 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Handball Court | 22 | 5,098 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Handkerchiefs | 5 | 5,311 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Handle Manufacturers | 130 | 4,484 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Handmade Art | 659 | 3,512 | 5 | 2,648 | 3 | 60% | 1 | 20% | 1 | 20% |
| Handwriting Analysis | 309 | 4,013 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Handwriting Expert | 546 | 3,650 | 6 | 2,526 | 1 | 17% | 4 | 67% | 1 | 17% |
| Handyman | 521,570 | 48 | 877 | 164 | 334 | 38% | 495 | 56% | 48 | 5% |
| Hang Gliding | 515 | 3,695 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hardscaping | 17,576 | 1,017 | 29 | 1,456 | 18 | 62% | 11 | 38% | 0 | 0% |
| Hardware | 53 | 4,822 | 4 | 2,778 | 2 | 50% | 1 | 25% | 1 | 25% |
| Hardware and Tools | 67 | 4,740 | 8 | 2,322 | 7 | 88% | 1 | 13% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--------------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Hardware Consultants | 991 | 3,187 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Hardware Sales | 48,250 | 520 | 309 | 359 | 233 | 75% | 73 | 24% | 3 | 1% |
| Hardwood Floor Contractors | 105,190 | 269 | 114 | 720 | 69 | 61% | 40 | 35% | 5 | 4% |
| Hardwood Floor Maintenance | 1,560 | 2,824 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Hardwood Floors | 84,912 | 318 | 303 | 366 | 246 | 81% | 57 | 19% | 0 | 0% |
| Harness Assembly | 772 | 3,392 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Hat Cleaning | 122 | 4,507 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hatchery | 1,667 | 2,780 | 7 | 2,415 | 4 | 57% | 3 | 43% | 0 | 0% |
| Hats | 5,858 | 1,784 | 53 | 1,108 | 19 | 36% | 32 | 60% | 2 | 4% |
| Hauling Contractors | 5,390 | 1,846 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Hawaiian Products | 560 | 3,633 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hay | 1,161 | 3,077 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Hay Rides | 210 | 4,241 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hazardous Material Removal | 1,967 | 2,635 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Hazardous Waste Services | 13,964 | 1,178 | 142 | 630 | 139 | 98% | 3 | 2% | 0 | 0% |
| Headlight Restoration | 973 | 3,208 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Health | 350,919 | 75 | 1,668 | 90 | 1,169 | 70% | 479 | 29% | 20 | 1% |
| Health and Medical Products | 75,676 | 358 | 247 | 414 | 114 | 46% | 118 | 48% | 15 | 6% |
| Health and Wellness | 218,654 | 125 | 553 | 233 | 397 | 72% | 141 | 25% | 15 | 3% |
| Health Care | 1,263 | 3,001 | 6 | 2,526 | 2 | 33% | 4 | 67% | 0 | 0% |
| Health Care Placement | 3,897 | 2,112 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Health Care Referral | 10,246 | 1,376 | 44 | 1,202 | 40 | 91% | 4 | 9% | 0 | 0% |
| Health Club | 142,507 | 206 | 3,275 | 50 | 2,864 | 87% | 385 | 12% | 26 | 1% |
| Health Consultants | 41,270 | 583 | 165 | 565 | 82 | 50% | 73 | 44% | 10 | 6% |
| Health Insurance | 217,985 | 126 | 1,375 | 114 | 1,238 | 90% | 129 | 9% | 8 | 1% |
| Health Lamps | 530 | 3,675 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Health Monitor | 937 | 3,233 | 2 | 3,199 | 1 | 50% | 0 | 0% | 1 | 50% |
| Health Products | 409,486 | 63 | 3,550 | 44 | 1,974 | 56% | 1,438 | 41% | 138 | 4% |
| Health Resorts | 5,970 | 1,766 | 75 | 925 | 44 | 59% | 31 | 41% | 0 | 0% |
| Health Savings Administrators | 14,117 | 1,165 | 57 | 1,070 | 56 | 98% | 1 | 2% | 0 | 0% |
| Healthcare Linen Services | 304 | 4,018 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Healthcare Management | 34,457 | 656 | 211 | 469 | 171 | 81% | 39 | 18% | 1 | 0% |
| Healthcare Staffing | 13,803 | 1,184 | 25 | 1,552 | 17 | 68% | 8 | 32% | 0 | 0% |
| Hearing Aid Repair | 432 | 3,821 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Hearing Assistive Devices | 173,234 | 175 | 419 | 288 | 327 | 78% | 85 | 20% | 7 | 2% |
| Hearse | 323 | 3,976 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Heat Exchanger | 1,036 | 3,160 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Heat Pump | 10,108 | 1,384 | 17 | 1,801 | 11 | 65% | 6 | 35% | 0 | 0% |
| Heat Recovery System | 170 | 4,359 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Heat Seal Equipment | 27 | 5,042 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Heat Sealing | 135 | 4,471 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Heat Treating Equipment | 151 | 4,413 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Heating and Air Conditioning | 2,070,862 | 8 | 3,333 | 48 | 2,729 | 82% | 551 | 17% | 53 | 2% |
| Heating and Air Conditioning Filters | 12,399 | 1,260 | 14 | 1,924 | 9 | 64% | 5 | 36% | 0 | 0% |
| Heating and Cooling Demolition | 135 | 4,471 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Heating Contractors | 301,217 | 82 | 350 | 324 | 280 | 80% | 65 | 19% | 5 | 1% |
| Heating Equipment | 17,514 | 1,020 | 28 | 1,476 | 18 | 64% | 10 | 36% | 0 | 0% |
| Heating Supply | 1,294 | 2,983 | 8 | 2,322 | 2 | 25% | 6 | 75% | 0 | 0% |
| Heating System Repair | 22,803 | 854 | 47 | 1,163 | 36 | 77% | 11 | 23% | 0 | 0% |
| Heavy Duty Equipment Repair | 4,389 | 2,008 | 12 | 2,038 | 11 | 92% | 1 | 8% | 0 | 0% |
| Heavy Equipment Towing | 1,759 | 2,728 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Heavy Haul Trucking | 34,296 | 658 | 30 | 1,431 | 13 | 43% | 15 | 50% | 2 | 7% |
| Helicopter | 5 | 5,311 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Helicopter Charter | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Helicopter Parts | 493 | 3,727 | 5 | 2,648 | 1 | 20% | 4 | 80% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmpls Settled | % | Cmpls Not Settled | % | Cmpls Unable To Pursue | % |
|-----------------------------------|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Helicopter Rental | 1,144 | 3,083 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Hematology | 5 | 5,311 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hemophilia Pharmacy | 39 | 4,941 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hemp Products | 1,402 | 2,913 | 9 | 2,239 | 7 | 78% | 2 | 22% | 0 | 0% |
| Herbs | 30,239 | 723 | 66 | 992 | 28 | 42% | 36 | 55% | 2 | 3% |
| Hides | 191 | 4,310 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| High Risk Behavior/Practices | 47,885 | 523 | 494 | 257 | 48 | 10% | 280 | 57% | 166 | 34% |
| High Risk Free Trial Offers | 26,999 | 773 | 976 | 148 | 502 | 51% | 474 | 49% | 0 | 0% |
| Hinge | 197 | 4,285 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Historical Places | 283 | 4,064 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Historical Structure Preservation | 1,253 | 3,007 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| HMOs | 34,125 | 662 | 260 | 396 | 220 | 85% | 40 | 15% | 0 | 0% |
| HOA | 16,056 | 1,075 | 99 | 783 | 69 | 70% | 30 | 30% | 0 | 0% |
| HOA Attorney | 1,856 | 2,686 | 10 | 2,159 | 5 | 50% | 5 | 50% | 0 | 0% |
| Hobbies | 11 | 5,230 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hockey Club | 1,523 | 2,844 | 12 | 2,038 | 7 | 58% | 5 | 42% | 0 | 0% |
| Hog Farm | 269 | 4,096 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Hoist | 1,028 | 3,167 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Holding Company | 16,921 | 1,041 | 130 | 663 | 119 | 92% | 10 | 8% | 1 | 1% |
| Holistic Health Practitioner | 13,812 | 1,183 | 26 | 1,524 | 14 | 54% | 11 | 42% | 1 | 4% |
| Holistic Schools | 2,481 | 2,464 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Home Accessories | 59,777 | 432 | 2,400 | 67 | 2,140 | 89% | 223 | 9% | 37 | 2% |
| Home Accessories Online | 9,332 | 1,431 | 148 | 615 | 94 | 64% | 36 | 24% | 18 | 12% |
| Home Additions | 28,647 | 745 | 42 | 1,232 | 29 | 69% | 13 | 31% | 0 | 0% |
| Home Automation | 14,024 | 1,171 | 17 | 1,801 | 12 | 71% | 5 | 29% | 0 | 0% |
| Home Based Business Marketing | 50,629 | 495 | 197 | 499 | 189 | 96% | 7 | 4% | 1 | 1% |
| Home Brewing Supplies | 2,235 | 2,532 | 7 | 2,415 | 6 | 86% | 1 | 14% | 0 | 0% |
| Home Builders | 2,140,860 | 7 | 3,703 | 40 | 3,067 | 83% | 609 | 16% | 27 | 1% |
| Home Care | 73,449 | 364 | 44 | 1,202 | 34 | 77% | 9 | 20% | 1 | 2% |
| Home Center | 10,907 | 1,329 | 43 | 1,219 | 22 | 51% | 19 | 44% | 2 | 5% |
| Home Consultant | 530 | 3,675 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Home Demo | 748 | 3,414 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Home Design | 31,219 | 703 | 79 | 905 | 36 | 46% | 37 | 47% | 6 | 8% |
| Home Electronics | 176,614 | 170 | 2,040 | 77 | 1,868 | 92% | 148 | 7% | 24 | 1% |
| Home Elevator | 2,422 | 2,478 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Home Furnishings | 8,558 | 1,494 | 43 | 1,219 | 24 | 56% | 16 | 37% | 3 | 7% |
| Home Health Care | 258,312 | 98 | 237 | 430 | 165 | 70% | 67 | 28% | 5 | 2% |
| Home Improvement | 1,343,593 | 19 | 4,453 | 33 | 3,515 | 79% | 864 | 19% | 74 | 2% |
| Home Inspection | 350,043 | 76 | 504 | 254 | 361 | 72% | 137 | 27% | 6 | 1% |
| Home Maintenance | 132 | 4,480 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Home Management | 374 | 3,901 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Home Party Planning | 11,868 | 1,280 | 45 | 1,189 | 42 | 93% | 1 | 2% | 2 | 4% |
| Home Performance Contractor | 9,352 | 1,429 | 34 | 1,362 | 15 | 44% | 17 | 50% | 2 | 6% |
| Home Renovation | 43,915 | 550 | 44 | 1,202 | 31 | 70% | 12 | 27% | 1 | 2% |
| Home Renovation Inspection | 744 | 3,420 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Home Repair | 54,108 | 467 | 211 | 469 | 78 | 37% | 121 | 57% | 12 | 6% |
| Home Sales | 3,921 | 2,106 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Home Schooling Materials | 6,214 | 1,732 | 41 | 1,248 | 20 | 49% | 21 | 51% | 0 | 0% |
| Home Services | 100 | 4,610 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Home Staging | 7,165 | 1,625 | 7 | 2,415 | 7 | 100% | 0 | 0% | 0 | 0% |
| Home Study | 22,914 | 853 | 19 | 1,732 | 8 | 42% | 6 | 32% | 5 | 26% |
| Home Theater Systems | 34,593 | 653 | 56 | 1,082 | 30 | 54% | 26 | 46% | 0 | 0% |
| Home Warranty Plans | 448,055 | 56 | 9,230 | 11 | 8,840 | 96% | 351 | 4% | 39 | 0% |
| Homeopath | 11,526 | 1,291 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Homeowners Insurance | 77,654 | 352 | 140 | 636 | 108 | 77% | 31 | 22% | 1 | 1% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Honey | 2,218 | 2,539 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Honeycomb Material | 157 | 4,400 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Honing Machine | 80 | 4,682 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hookah Bar | 450 | 3,788 | 6 | 2,526 | 1 | 17% | 5 | 83% | 0 | 0% |
| Hops | 22 | 5,098 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hormone Replacement Therapy | 16,712 | 1,053 | 25 | 1,552 | 20 | 80% | 5 | 20% | 0 | 0% |
| Horse Boarding | 3,429 | 2,208 | 9 | 2,239 | 4 | 44% | 5 | 56% | 0 | 0% |
| Horse Breeding | 3,150 | 2,268 | 6 | 2,526 | 3 | 50% | 1 | 17% | 2 | 33% |
| Horse Carriage | 1,021 | 3,172 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Horse Dealers | 6,182 | 1,738 | 17 | 1,801 | 7 | 41% | 10 | 59% | 0 | 0% |
| Horse Equipment | 4,271 | 2,037 | 24 | 1,578 | 13 | 54% | 11 | 46% | 0 | 0% |
| Horse Race Handicapping | 297 | 4,030 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Horse Trailer | 3,097 | 2,279 | 14 | 1,924 | 11 | 79% | 3 | 21% | 0 | 0% |
| Horse Trails | 18 | 5,139 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Horse Training | 5,323 | 1,856 | 7 | 2,415 | 2 | 29% | 4 | 57% | 1 | 14% |
| Horse Transport | 2,301 | 2,513 | 6 | 2,526 | 5 | 83% | 1 | 17% | 0 | 0% |
| Horseback Riding | 3,708 | 2,150 | 20 | 1,692 | 12 | 60% | 8 | 40% | 0 | 0% |
| Horseshoeing | 702 | 3,458 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Horseshoeing Tools | 510 | 3,703 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Horticultural Consultants | 1,366 | 2,942 | 4 | 2,778 | 0 | 0% | 4 | 100% | 0 | 0% |
| Hose Couplings | 869 | 3,307 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Hoses | 758 | 3,406 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hosiery | 2,667 | 2,405 | 7 | 2,415 | 7 | 100% | 0 | 0% | 0 | 0% |
| Hosiery Manufacturers | 717 | 3,441 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Hospice | 16,939 | 1,039 | 7 | 2,415 | 4 | 57% | 3 | 43% | 0 | 0% |
| Hospital | 135,000 | 214 | 2,059 | 76 | 1,674 | 81% | 380 | 18% | 5 | 0% |
| Hospital Consultants | 4,766 | 1,942 | 40 | 1,257 | 28 | 70% | 12 | 30% | 0 | 0% |
| Hospital Equipment | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hospital Supplies | 145,839 | 203 | 877 | 164 | 726 | 83% | 143 | 16% | 8 | 1% |
| Hospitality | 2,519 | 2,453 | 10 | 2,159 | 5 | 50% | 5 | 50% | 0 | 0% |
| Hostel | 1,321 | 2,969 | 16 | 1,851 | 11 | 69% | 4 | 25% | 1 | 6% |
| Hot Tub Dealers | 92,801 | 302 | 304 | 365 | 228 | 75% | 71 | 23% | 5 | 2% |
| Hot Tub Parts | 12,134 | 1,268 | 58 | 1,058 | 43 | 74% | 14 | 24% | 1 | 2% |
| Hot Tub Rental | 21,306 | 896 | 31 | 1,413 | 30 | 97% | 1 | 3% | 0 | 0% |
| Hot Tub Service and Repair | 27,394 | 762 | 90 | 833 | 43 | 48% | 47 | 52% | 0 | 0% |
| Hot Tub Supplies | 1,414 | 2,903 | 10 | 2,159 | 9 | 90% | 1 | 10% | 0 | 0% |
| Hot Tubs and Spas | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hotel Consultants | 722 | 3,436 | 13 | 1,983 | 7 | 54% | 5 | 38% | 1 | 8% |
| Hotel Management | 3,162 | 2,265 | 35 | 1,334 | 23 | 66% | 11 | 31% | 1 | 3% |
| Hotel Products | 1,360 | 2,946 | 40 | 1,257 | 18 | 45% | 22 | 55% | 0 | 0% |
| Hotel Reservation | 65,556 | 399 | 1,284 | 120 | 1,219 | 95% | 62 | 5% | 3 | 0% |
| Hotel Supplies | 904 | 3,268 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Hotels | 186,753 | 156 | 7,291 | 17 | 5,010 | 69% | 2,243 | 31% | 38 | 1% |
| House Call | 805 | 3,369 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| House Cleaning | 195,527 | 147 | 279 | 384 | 179 | 64% | 87 | 31% | 13 | 5% |
| House Cleaning Equipment | 4,860 | 1,926 | 15 | 1,888 | 13 | 87% | 2 | 13% | 0 | 0% |
| House Leveling | 28 | 5,034 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| House Movers | 18,754 | 977 | 45 | 1,189 | 17 | 38% | 26 | 58% | 2 | 4% |
| House Sitting | 4,971 | 1,914 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Household Appliances | 98 | 4,616 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Household Fans | 4,291 | 2,029 | 56 | 1,082 | 52 | 93% | 4 | 7% | 0 | 0% |
| Household Garbage Disposal | 2,908 | 2,329 | 31 | 1,413 | 17 | 55% | 12 | 39% | 2 | 6% |
| Household Waste Compactor | 223 | 4,212 | 5 | 2,648 | 1 | 20% | 4 | 80% | 0 | 0% |
| Housewares | 25,411 | 799 | 97 | 792 | 80 | 82% | 15 | 15% | 2 | 2% |
| Housing Authority | 3,474 | 2,198 | 28 | 1,476 | 24 | 86% | 4 | 14% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|-----------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Housing Consultants | 4,823 | 1,935 | 39 | 1,271 | 21 | 54% | 12 | 31% | 6 | 15% |
| Hubcaps | 1,095 | 3,115 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Human Factors | 3,227 | 2,252 | 38 | 1,288 | 36 | 95% | 2 | 5% | 0 | 0% |
| Human Resources | 23,619 | 835 | 38 | 1,288 | 29 | 76% | 8 | 21% | 1 | 3% |
| Human Service Organizations | 6,466 | 1,710 | 7 | 2,415 | 4 | 57% | 3 | 43% | 0 | 0% |
| Humane Society | 1,198 | 3,049 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Humidifier | 376 | 3,896 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Hunting | 44 | 4,896 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hunting Gear | 60,213 | 426 | 143 | 625 | 80 | 56% | 61 | 43% | 2 | 1% |
| Hunting Guide | 139 | 4,459 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hybrid Car Dealers | 1,019 | 3,174 | 17 | 1,801 | 14 | 82% | 3 | 18% | 0 | 0% |
| Hydraulic Cylinder | 1,855 | 2,687 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Hydraulic Equipment | 7,441 | 1,594 | 18 | 1,764 | 2 | 11% | 15 | 83% | 1 | 6% |
| Hydraulic Equipment Repair | 4,070 | 2,078 | 9 | 2,239 | 4 | 44% | 5 | 56% | 0 | 0% |
| Hydraulic Supplies | 12 | 5,217 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hydraulic Tools | 210 | 4,241 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hydrogenated Oil | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hydrologist | 267 | 4,104 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hydronic Heating | 1,206 | 3,042 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Hydroponics Equipment | 5,722 | 1,804 | 16 | 1,851 | 12 | 75% | 3 | 19% | 1 | 6% |
| Hydroponics Supplies | 8 | 5,260 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hydroseeding | 2,769 | 2,381 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Hydrostatic Testing | 98 | 4,616 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hygiene Products | 5 | 5,311 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hygrometer | 52 | 4,832 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hyperbaric Chamber | 240 | 4,160 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Hypnotherapists | 20,761 | 909 | 49 | 1,144 | 32 | 65% | 7 | 14% | 10 | 20% |
| Ice | 2,549 | 2,441 | 7 | 2,415 | 3 | 43% | 4 | 57% | 0 | 0% |
| Ice Cream | 16 | 5,165 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Ice Cream Cone Distributors | 293 | 4,039 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Ice Cream Freezer | 238 | 4,166 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Ice Cream Manufacturers Supplies | 57 | 4,798 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Ice Cream Manufacturing Equipment | 686 | 3,482 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Ice Cream Mix | 423 | 3,836 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Ice Crushers | 32 | 5,004 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Ice Machine Repair | 557 | 3,637 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Ice Making Machine | 1,924 | 2,650 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Ice Melting Equipment | 321 | 3,984 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Ice Sculptures | 133 | 4,479 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Ice Substitutes | 23 | 5,085 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Identification Bureau | 249 | 4,139 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Identification Card Service | 5,712 | 1,806 | 34 | 1,362 | 26 | 76% | 8 | 24% | 0 | 0% |
| Identification Equipment | 2,556 | 2,439 | 14 | 1,924 | 1 | 7% | 13 | 93% | 0 | 0% |
| Identity Theft Protection | 78,491 | 344 | 122 | 692 | 113 | 93% | 9 | 7% | 0 | 0% |
| Immigration Consultant | 36,073 | 633 | 73 | 935 | 55 | 75% | 18 | 25% | 0 | 0% |
| Immigration Lawyer | 20,848 | 906 | 31 | 1,413 | 24 | 77% | 7 | 23% | 0 | 0% |
| Import Services | 1,103 | 3,108 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Imported Car Dealers | 17,288 | 1,027 | 149 | 612 | 118 | 79% | 31 | 21% | 0 | 0% |
| Importers | 14,691 | 1,137 | 35 | 1,334 | 16 | 46% | 18 | 51% | 1 | 3% |
| Impregnating | 587 | 3,606 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Imprinting | 960 | 3,216 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| In Floor Heating | 358 | 3,926 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| In Home Child Care | 7,427 | 1,595 | 17 | 1,801 | 9 | 53% | 7 | 41% | 1 | 6% |
| Incense | 1,733 | 2,743 | 26 | 1,524 | 12 | 46% | 14 | 54% | 0 | 0% |
| Incentive Programs | 21,570 | 886 | 134 | 655 | 118 | 88% | 15 | 11% | 1 | 1% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Incinerator | 40 | 4,930 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Incinerator Parts | 6 | 5,290 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Incorporation | 84,584 | 322 | 59 | 1,046 | 52 | 88% | 7 | 12% | 0 | 0% |
| Indexing Service | 38 | 4,957 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Indian Products | 1,733 | 2,743 | 17 | 1,801 | 2 | 12% | 15 | 88% | 0 | 0% |
| Individual Counselors | 23 | 5,085 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Indoor Advertising | 1,673 | 2,774 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Indoor Sky Diving | 151 | 4,413 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Induction Heating | 256 | 4,126 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Industrial | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Industrial Ceramics | 304 | 4,018 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Industrial Cleaning Chemicals | 4,859 | 1,927 | 13 | 1,983 | 7 | 54% | 6 | 46% | 0 | 0% |
| Industrial Closures | 239 | 4,162 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Industrial Consultants | 2,386 | 2,490 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Industrial Contractors | 7,458 | 1,593 | 10 | 2,159 | 3 | 30% | 7 | 70% | 0 | 0% |
| Industrial Crystals | 97 | 4,621 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Industrial Design | 4,635 | 1,970 | 8 | 2,322 | 1 | 13% | 6 | 75% | 1 | 13% |
| Industrial Development | 1,354 | 2,950 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Industrial Diamond | 112 | 4,545 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Industrial Doors | 162 | 4,383 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Industrial Dryer | 103 | 4,599 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Industrial Dye | 29 | 5,024 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Industrial Equipment | 344 | 3,949 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Industrial Fans | 1,275 | 2,994 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Industrial Fasteners | 6,087 | 1,748 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Industrial Feeders | 274 | 4,083 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Industrial Floors | 6,045 | 1,757 | 11 | 2,095 | 5 | 45% | 6 | 55% | 0 | 0% |
| Industrial Furnace | 1,924 | 2,650 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Industrial Gas | 7 | 5,279 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Industrial Glass Beads | 63 | 4,762 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Industrial Hygiene Consultants | 1,319 | 2,970 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Industrial Manufacturers | 16,969 | 1,037 | 77 | 917 | 72 | 94% | 5 | 6% | 0 | 0% |
| Industrial Medicine | 362 | 3,919 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Industrial Oil | 827 | 3,347 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Industrial Oven | 291 | 4,044 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Industrial Painting | 1,614 | 2,804 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Industrial Power Processing | 847 | 3,329 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Industrial Property Management | 41,698 | 578 | 205 | 480 | 161 | 79% | 42 | 20% | 2 | 1% |
| Industrial Radiography | 1,199 | 3,047 | 12 | 2,038 | 2 | 17% | 10 | 83% | 0 | 0% |
| Industrial Real Estate | 535 | 3,667 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Industrial Recycling | 19,230 | 959 | 129 | 668 | 78 | 60% | 42 | 33% | 9 | 7% |
| Industrial Rustproofing | 151 | 4,413 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Industrial Sewing Machine | 658 | 3,515 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Industrial Steam Cleaning | 2,087 | 2,591 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Industrial Supply | 87,555 | 312 | 160 | 579 | 121 | 76% | 36 | 23% | 3 | 2% |
| Industrial Tape | 356 | 3,929 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Industrial Trucks | 5,213 | 1,871 | 30 | 1,431 | 20 | 67% | 10 | 33% | 0 | 0% |
| Industrial Ultrasound | 1,234 | 3,021 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Industrial Vacuum Cleaners | 432 | 3,821 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Industrial Vibrators | 69 | 4,733 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Industrial Washing Machine | 77 | 4,695 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Industrial Waste Compactor | 1,069 | 3,135 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Infant Child Care | 1,744 | 2,737 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Infertility | 5,937 | 1,770 | 23 | 1,601 | 18 | 78% | 5 | 22% | 0 | 0% |
| Infomercial | 1,745 | 2,735 | 12 | 2,038 | 10 | 83% | 2 | 17% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Information Bureaus | 117,310 | 247 | 1,757 | 84 | 1,605 | 91% | 127 | 7% | 25 | 1% |
| Information Processing | 11,856 | 1,283 | 22 | 1,641 | 13 | 59% | 8 | 36% | 1 | 5% |
| Information Technology Services | 223,919 | 121 | 690 | 202 | 408 | 59% | 262 | 38% | 20 | 3% |
| Infrared Equipment | 745 | 3,419 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Infrared Inspection | 479 | 3,742 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Infrared Thermography | 326 | 3,973 | 9 | 2,239 | 8 | 89% | 1 | 11% | 0 | 0% |
| Infusion Services | 539 | 3,660 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Ink Cartridge Refill | 22,356 | 863 | 177 | 537 | 145 | 82% | 32 | 18% | 0 | 0% |
| Ink Manufacturers Materials | 857 | 3,323 | 4 | 2,778 | 0 | 0% | 4 | 100% | 0 | 0% |
| Innovation | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Insect Control Devices | 1,540 | 2,836 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Insecticide | 1,266 | 2,998 | 6 | 2,526 | 1 | 17% | 5 | 83% | 0 | 0% |
| Inspection | 112 | 4,545 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Inspection Devices Industrial | 1,396 | 2,918 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Institutional Library | 71 | 4,721 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Instrument Cases | 819 | 3,353 | 4 | 2,778 | 3 | 75% | 0 | 0% | 1 | 25% |
| Instrument Lessons | 17,292 | 1,025 | 65 | 1,003 | 40 | 62% | 24 | 37% | 1 | 2% |
| Insulated Panels | 289 | 4,046 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Insulation Contractors | 177,973 | 167 | 175 | 541 | 133 | 76% | 36 | 21% | 6 | 3% |
| Insulation Materials | 8,872 | 1,470 | 21 | 1,665 | 13 | 62% | 8 | 38% | 0 | 0% |
| Insulation Removal | 395 | 3,865 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Insulation Supplies | 2,933 | 2,319 | 7 | 2,415 | 6 | 86% | 1 | 14% | 0 | 0% |
| Insurance | 22,265 | 868 | 143 | 625 | 142 | 99% | 1 | 1% | 0 | 0% |
| Insurance Adjuster Training | 688 | 3,479 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Insurance Agency | 246,786 | 104 | 524 | 240 | 425 | 81% | 95 | 18% | 4 | 1% |
| Insurance Agent | 35,313 | 646 | 79 | 905 | 50 | 63% | 27 | 34% | 2 | 3% |
| Insurance Claims Processing | 54,759 | 459 | 306 | 361 | 257 | 84% | 37 | 12% | 12 | 4% |
| Insurance Companies | 1,857,190 | 9 | 9,331 | 10 | 8,927 | 96% | 375 | 4% | 29 | 0% |
| Insurance Consultant | 56,235 | 448 | 70 | 958 | 57 | 81% | 12 | 17% | 1 | 1% |
| Insurance Inspection | 4,364 | 2,013 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Insurance Lawyer | 8,078 | 1,535 | 38 | 1,288 | 36 | 95% | 2 | 5% | 0 | 0% |
| Insurance Rating Bureau | 1,648 | 2,788 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Insurance Services Office | 502,068 | 51 | 1,776 | 83 | 1,580 | 89% | 162 | 9% | 34 | 2% |
| Insurance Software | 886 | 3,289 | 7 | 2,415 | 3 | 43% | 4 | 57% | 0 | 0% |
| Insured Property Replacement Service | 8,080 | 1,534 | 155 | 591 | 155 | 100% | 0 | 0% | 0 | 0% |
| Intellectual Property Lawyer | 1,924 | 2,650 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Interactive Media | 5,490 | 1,838 | 326 | 341 | 319 | 98% | 7 | 2% | 0 | 0% |
| Intercom Systems | 1,046 | 3,148 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Interior Contractors | 6,205 | 1,735 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Interior Design Plants and Maintenance | 3,218 | 2,253 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Interior Designer | 82,022 | 329 | 134 | 655 | 69 | 51% | 62 | 46% | 3 | 2% |
| Interior Designer Supplies | 4,638 | 1,968 | 18 | 1,764 | 11 | 61% | 6 | 33% | 1 | 6% |
| Interior Finishing | 2,971 | 2,313 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Interlock Device | 10,261 | 1,374 | 72 | 948 | 59 | 82% | 13 | 18% | 0 | 0% |
| Interlocking Pavers | 28,411 | 748 | 66 | 992 | 32 | 48% | 33 | 50% | 1 | 2% |
| Internal Medicine | 10,746 | 1,340 | 70 | 958 | 48 | 69% | 21 | 30% | 1 | 1% |
| International Mailing Services | 4,371 | 2,012 | 29 | 1,456 | 21 | 72% | 8 | 28% | 0 | 0% |
| International Movers | 11,569 | 1,289 | 54 | 1,100 | 28 | 52% | 15 | 28% | 11 | 20% |
| International Trade Consultant | 3,344 | 2,227 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Internet Café | 1,654 | 2,785 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Internet Marketing Services | 653,370 | 35 | 1,533 | 101 | 1,292 | 84% | 210 | 14% | 31 | 2% |
| Internet Providers | 43,412 | 556 | 676 | 206 | 560 | 83% | 115 | 17% | 1 | 0% |
| Internet Service | 717,589 | 33 | 5,673 | 24 | 4,946 | 87% | 673 | 12% | 54 | 1% |
| Interpreters | 77 | 4,695 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Inventor | 7,280 | 1,603 | 18 | 1,764 | 14 | 78% | 4 | 22% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Inventory Services | 5,114 | 1,886 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Investigator | 125,259 | 233 | 150 | 607 | 101 | 67% | 37 | 25% | 12 | 8% |
| Investment Advisory Services | 138,058 | 212 | 140 | 636 | 76 | 54% | 54 | 39% | 10 | 7% |
| Investment Casting | 235 | 4,174 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Investment Management | 42,951 | 561 | 98 | 787 | 52 | 53% | 44 | 45% | 2 | 2% |
| Investment Security | 72,604 | 366 | 341 | 329 | 318 | 93% | 21 | 6% | 2 | 1% |
| Investment Seminars | 15,292 | 1,107 | 15 | 1,888 | 7 | 47% | 8 | 53% | 0 | 0% |
| Invitations | 5,183 | 1,878 | 16 | 1,851 | 9 | 56% | 7 | 44% | 0 | 0% |
| iPod Sales | 224 | 4,206 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Iron | 1,200 | 3,046 | 6 | 2,526 | 2 | 33% | 4 | 67% | 0 | 0% |
| Iron Works | 21,617 | 885 | 68 | 974 | 31 | 46% | 35 | 51% | 2 | 3% |
| Ironing Board | 26 | 5,053 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Irrigation | 495 | 3,721 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Irrigation Consultants | 9,761 | 1,402 | 8 | 2,322 | 5 | 63% | 3 | 38% | 0 | 0% |
| Irrigation Design | 13,312 | 1,210 | 29 | 1,456 | 11 | 38% | 15 | 52% | 3 | 10% |
| Irrigation Equipment | 58,506 | 437 | 101 | 772 | 64 | 63% | 20 | 20% | 17 | 17% |
| Irrigation Installation | 89 | 4,650 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Irrigation Repair | 7,977 | 1,543 | 28 | 1,476 | 17 | 61% | 10 | 36% | 1 | 4% |
| Italian Food | 766 | 3,399 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Itinerant Bulk Meat | 14,362 | 1,149 | 39 | 1,271 | 18 | 46% | 19 | 49% | 2 | 5% |
| Ivory Products | 17 | 5,155 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Jack Repair | 46 | 4,877 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Jacks | 240 | 4,160 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Jade Products | 10 | 5,240 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Jail Equipment | 69 | 4,733 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Jalousie | 17 | 5,155 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Jams | 450 | 3,788 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Janitor Service | 193,996 | 149 | 140 | 636 | 72 | 51% | 62 | 44% | 6 | 4% |
| Janitor Supplies | 11,899 | 1,277 | 20 | 1,692 | 16 | 80% | 4 | 20% | 0 | 0% |
| Japanese Food | 417 | 3,842 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Jeans | 1,043 | 3,153 | 5 | 2,648 | 1 | 20% | 4 | 80% | 0 | 0% |
| Jet Ski | 4,550 | 1,985 | 25 | 1,552 | 18 | 72% | 7 | 28% | 0 | 0% |
| Jewelry Advisory Service | 790 | 3,381 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Jewelry Appraisal | 5,193 | 1,875 | 16 | 1,851 | 7 | 44% | 9 | 56% | 0 | 0% |
| Jewelry Buyers | 22,187 | 871 | 16 | 1,851 | 6 | 38% | 10 | 63% | 0 | 0% |
| Jewelry Casting | 1,039 | 3,155 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Jewelry Designers | 57,996 | 440 | 174 | 544 | 89 | 51% | 76 | 44% | 9 | 5% |
| Jewelry Engraver | 587 | 3,606 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Jewelry Findings | 3,742 | 2,141 | 19 | 1,732 | 10 | 53% | 7 | 37% | 2 | 11% |
| Jewelry Manufacturers | 43,713 | 554 | 51 | 1,125 | 26 | 51% | 23 | 45% | 2 | 4% |
| Jewelry Polishing | 587 | 3,606 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Jewelry Repair | 12,848 | 1,234 | 65 | 1,003 | 33 | 51% | 32 | 49% | 0 | 0% |
| Jewelry Stores | 618,987 | 38 | 2,835 | 58 | 1,979 | 70% | 828 | 29% | 28 | 1% |
| Jewelry Supplies | 3,160 | 2,266 | 9 | 2,239 | 7 | 78% | 2 | 22% | 0 | 0% |
| Jigs and Fixture Components | 29 | 5,024 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Jigs and Fixtures | 50 | 4,847 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Job Listing Service | 268,873 | 94 | 179 | 531 | 144 | 80% | 35 | 20% | 0 | 0% |
| Job Lot Merchandise | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Jokes | 252 | 4,135 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Judgment Recovery | 6,344 | 1,723 | 7 | 2,415 | 2 | 29% | 5 | 71% | 0 | 0% |
| Juice | 2,079 | 2,594 | 10 | 2,159 | 4 | 40% | 6 | 60% | 0 | 0% |
| Juicers | 781 | 3,387 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Juke Box | 1,059 | 3,138 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Jumping Balloons | 1,282 | 2,990 | 10 | 2,159 | 1 | 10% | 9 | 90% | 0 | 0% |
| Junk Dealers | 4,307 | 2,027 | 6 | 2,526 | 2 | 33% | 4 | 67% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--------------------------------|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Junk Removal | 29,595 | 731 | 62 | 1,028 | 29 | 47% | 29 | 47% | 4 | 6% |
| Juvenile Attorney | 178 | 4,347 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Karaoke | 1,844 | 2,693 | 6 | 2,526 | 3 | 50% | 3 | 50% | 0 | 0% |
| Kayak Lessons | 457 | 3,776 | 7 | 2,415 | 1 | 14% | 5 | 71% | 1 | 14% |
| Kennel Supplies | 1,107 | 3,107 | 6 | 2,526 | 6 | 100% | 0 | 0% | 0 | 0% |
| Kerosene | 71 | 4,721 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Key Control Systems | 2,255 | 2,526 | 28 | 1,476 | 19 | 68% | 8 | 29% | 1 | 4% |
| Key Duplication | 2,094 | 2,588 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Key Holder | 104 | 4,593 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Keys | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Kickboxing | 2,222 | 2,537 | 30 | 1,431 | 12 | 40% | 18 | 60% | 0 | 0% |
| Kiln | 277 | 4,075 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Kindergarten | 21,104 | 903 | 52 | 1,116 | 33 | 63% | 19 | 37% | 0 | 0% |
| Kitchen | 214 | 4,231 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Kitchen Accessories | 29,256 | 737 | 171 | 547 | 64 | 37% | 107 | 63% | 0 | 0% |
| Kitchen Cabinet Refacing | 13,927 | 1,181 | 12 | 2,038 | 11 | 92% | 1 | 8% | 0 | 0% |
| Kitchen Cabinets | 9,389 | 1,424 | 23 | 1,601 | 9 | 39% | 14 | 61% | 0 | 0% |
| Kitchen Cabinets and Equipment | 68,023 | 387 | 128 | 673 | 91 | 71% | 37 | 29% | 0 | 0% |
| Kitchen Design | 25,946 | 786 | 100 | 776 | 52 | 52% | 45 | 45% | 3 | 3% |
| Kitchen Remodel | 65,263 | 400 | 98 | 787 | 62 | 63% | 32 | 33% | 4 | 4% |
| Kite | 321 | 3,984 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Kiteboarding | 127 | 4,490 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Knife Sharpening | 1,411 | 2,907 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Knit Fabric | 96 | 4,622 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Knit Goods | 909 | 3,261 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Knit Goods Manufacturer | 259 | 4,120 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Knitting Classes | 185 | 4,326 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Knitting Machine | 117 | 4,526 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Knobs | 4,242 | 2,043 | 9 | 2,239 | 9 | 100% | 0 | 0% | 0 | 0% |
| Kosher Food | 345 | 3,948 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Lab | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Lab Equipment | 7,498 | 1,589 | 10 | 2,159 | 2 | 20% | 8 | 80% | 0 | 0% |
| Labeling | 5,829 | 1,787 | 13 | 1,983 | 11 | 85% | 2 | 15% | 0 | 0% |
| Labeling Equipment | 704 | 3,454 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Labels | 337 | 3,962 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Labor Contractor | 2,325 | 2,507 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Labor Organizations | 3,235 | 2,248 | 8 | 2,322 | 3 | 38% | 5 | 63% | 0 | 0% |
| Labor Posters | 18,369 | 987 | 96 | 800 | 93 | 97% | 1 | 1% | 2 | 2% |
| Labor Relations Consultant | 627 | 3,552 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Laboratory Research | 22,465 | 860 | 65 | 1,003 | 53 | 82% | 11 | 17% | 1 | 2% |
| Laboratory Testing | 212,712 | 128 | 103 | 768 | 59 | 57% | 44 | 43% | 0 | 0% |
| Laces | 52 | 4,832 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Lacquer Manufacturers | 54 | 4,816 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Ladder | 735 | 3,425 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Ladder Rental | 24 | 5,070 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Laminate Floor | 2,375 | 2,494 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Laminated Structural Products | 228 | 4,193 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Laminating Machine | 1,501 | 2,857 | 6 | 2,526 | 5 | 83% | 1 | 17% | 0 | 0% |
| Laminating Supplies | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Lamp Repair | 193 | 4,305 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Lamp Shade Cleaning | 31 | 5,010 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Lamp Shade Covers | 78 | 4,692 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Lamp Shade Frames | 406 | 3,854 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Lamp Shades | 2,849 | 2,353 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Lamp Supplies | 982 | 3,201 | 8 | 2,322 | 6 | 75% | 2 | 25% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Lamps | 36 | 4,978 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Land Clearing | 18,640 | 981 | 17 | 1,801 | 8 | 47% | 9 | 53% | 0 | 0% |
| Land for Sale | 31,867 | 692 | 41 | 1,248 | 24 | 59% | 16 | 39% | 1 | 2% |
| Land Leveling | 96 | 4,622 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Land rental | 294 | 4,035 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Land Surveyor | 82,837 | 325 | 97 | 792 | 60 | 62% | 34 | 35% | 3 | 3% |
| Landlord Tenant Lawyer | 2,287 | 2,516 | 1 | 3,539 | 0 | 0% | 0 | 0% | 1 | 100% |
| Landscape Architect | 55,325 | 454 | 69 | 967 | 33 | 48% | 34 | 49% | 2 | 3% |
| Landscape Contractors | 1,360,881 | 17 | 1,999 | 79 | 986 | 49% | 937 | 47% | 76 | 4% |
| Landscape Design | 99,064 | 286 | 164 | 569 | 93 | 57% | 60 | 37% | 11 | 7% |
| Landscape Lighting | 11,074 | 1,319 | 19 | 1,732 | 8 | 42% | 11 | 58% | 0 | 0% |
| Landscape Maintenance | 133,205 | 219 | 240 | 419 | 99 | 41% | 135 | 56% | 6 | 3% |
| Landscape Supply | 26,549 | 779 | 52 | 1,116 | 33 | 63% | 19 | 37% | 0 | 0% |
| Landscaping Clean Up | 17,789 | 1,009 | 138 | 646 | 39 | 28% | 90 | 65% | 9 | 7% |
| Laneway House | 431 | 3,827 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Language School | 10,287 | 1,369 | 17 | 1,801 | 11 | 65% | 5 | 29% | 1 | 6% |
| Language Training Aids | 4,152 | 2,068 | 29 | 1,456 | 24 | 83% | 5 | 17% | 0 | 0% |
| Lanyards | 105 | 4,590 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Lapel Pins | 2,587 | 2,428 | 12 | 2,038 | 10 | 83% | 2 | 17% | 0 | 0% |
| Lapidary | 112 | 4,545 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Lapidary Equipment | 228 | 4,193 | 6 | 2,526 | 2 | 33% | 4 | 67% | 0 | 0% |
| Laser | 12,542 | 1,256 | 28 | 1,476 | 19 | 68% | 8 | 29% | 1 | 4% |
| Laser Cosmetic Services | 24,690 | 815 | 122 | 692 | 68 | 56% | 47 | 39% | 7 | 6% |
| Laser Eye Surgery | 23,058 | 849 | 32 | 1,394 | 20 | 63% | 7 | 22% | 5 | 16% |
| Laser Hair Removal | 29,421 | 733 | 208 | 475 | 119 | 57% | 58 | 28% | 31 | 15% |
| Laser Therapy | 4,839 | 1,934 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Lasik Eye Surgery | 4,535 | 1,987 | 13 | 1,983 | 9 | 69% | 4 | 31% | 0 | 0% |
| Latex | 382 | 3,885 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Latex Liquids | 24 | 5,070 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Lath | 73 | 4,713 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Lathes | 423 | 3,836 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Lathing Contractors | 623 | 3,558 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Laundry | 7,225 | 1,614 | 152 | 601 | 64 | 42% | 83 | 55% | 5 | 3% |
| Laundry Consultants | 2,090 | 2,589 | 16 | 1,851 | 6 | 38% | 10 | 63% | 0 | 0% |
| Laundry Equipment | 5,739 | 1,797 | 61 | 1,034 | 37 | 61% | 20 | 33% | 4 | 7% |
| Laundry Supplies | 523 | 3,686 | 7 | 2,415 | 4 | 57% | 3 | 43% | 0 | 0% |
| Law Books | 116 | 4,532 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Lawn | 163 | 4,378 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Lawn and Garden | 60,632 | 423 | 331 | 335 | 264 | 80% | 61 | 18% | 6 | 2% |
| Lawn Care | 53,254 | 472 | 221 | 443 | 118 | 53% | 97 | 44% | 6 | 3% |
| Lawn Equipment Rental | 1,915 | 2,657 | 11 | 2,095 | 8 | 73% | 3 | 27% | 0 | 0% |
| Lawn Installation | 2,599 | 2,423 | 9 | 2,239 | 3 | 33% | 6 | 67% | 0 | 0% |
| Lawn Maintenance | 630,289 | 37 | 2,449 | 66 | 1,974 | 81% | 438 | 18% | 37 | 2% |
| Lawn Mower | 25,786 | 788 | 95 | 805 | 61 | 64% | 30 | 32% | 4 | 4% |
| Lawn Mower Repair | 19,939 | 932 | 94 | 809 | 49 | 52% | 37 | 39% | 8 | 9% |
| Lawn Tractor Dealers | 761 | 3,405 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Lawyer Referral Service | 25,271 | 805 | 59 | 1,046 | 48 | 81% | 11 | 19% | 0 | 0% |
| Lawyers | 1,411,760 | 15 | 1,645 | 91 | 1,175 | 71% | 428 | 26% | 42 | 3% |
| Lead | 1,127 | 3,095 | 5 | 2,648 | 2 | 40% | 3 | 60% | 0 | 0% |
| Lead Abatement | 2,295 | 2,514 | 7 | 2,415 | 0 | 0% | 6 | 86% | 1 | 14% |
| Lead Products | 191 | 4,310 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Lead Removal | 145 | 4,437 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Lead Renovator | 50 | 4,847 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Lead Testing | 935 | 3,236 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Lead Welding | 5 | 5,311 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|--------------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Leadership Coaching | 7,066 | 1,636 | 9 | 2,239 | 8 | 89% | 1 | 11% | 0 | 0% |
| Leadership Development | 4,483 | 1,994 | 5 | 2,648 | 2 | 40% | 3 | 60% | 0 | 0% |
| Leaf Blower | 113 | 4,544 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Leak Detecting Equipment | 1,954 | 2,638 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Leak Detection | 10,294 | 1,368 | 13 | 1,983 | 8 | 62% | 5 | 38% | 0 | 0% |
| Leasing Services | 61,528 | 420 | 240 | 419 | 208 | 87% | 32 | 13% | 0 | 0% |
| Leather | 3,160 | 2,266 | 24 | 1,578 | 6 | 25% | 18 | 75% | 0 | 0% |
| Leather Clothing | 6,124 | 1,742 | 47 | 1,163 | 35 | 74% | 12 | 26% | 0 | 0% |
| Leather Dealers | 8,545 | 1,495 | 90 | 833 | 64 | 71% | 24 | 27% | 2 | 2% |
| Leather Findings | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Leather Finish | 195 | 4,293 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Leather Finishes | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Leather Goods Manufacturers Supplies | 697 | 3,468 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Leather Goods Repair | 3,021 | 2,300 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Leather Restoration | 1,668 | 2,778 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Lecture and Seminar Bureaus | 23,211 | 845 | 28 | 1,476 | 24 | 86% | 4 | 14% | 0 | 0% |
| Legal | 51 | 4,840 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Legal Clinic | 17,222 | 1,028 | 39 | 1,271 | 32 | 82% | 7 | 18% | 0 | 0% |
| Legal Document Help | 275,952 | 91 | 639 | 211 | 473 | 74% | 137 | 21% | 29 | 5% |
| Legal Forms | 64,531 | 408 | 70 | 958 | 43 | 61% | 25 | 36% | 2 | 3% |
| Legal Information Services | 23,746 | 832 | 68 | 974 | 43 | 63% | 24 | 35% | 1 | 1% |
| Legal Malpractice Attorney | 1,006 | 3,181 | 8 | 2,322 | 4 | 50% | 3 | 38% | 1 | 13% |
| Legal Printing | 922 | 3,248 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Legal Services | 76,788 | 355 | 141 | 631 | 106 | 75% | 31 | 22% | 4 | 3% |
| Lemon Law Attorney | 4,648 | 1,964 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Lenses | 3,003 | 2,304 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Lettering Machines | 111 | 4,553 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Letterpress Printing | 633 | 3,543 | 6 | 2,526 | 1 | 17% | 5 | 83% | 0 | 0% |
| Lettershop Services | 227 | 4,200 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Levels | 538 | 3,663 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Liability Insurance | 6,114 | 1,743 | 9 | 2,239 | 7 | 78% | 2 | 22% | 0 | 0% |
| Library Research Service | 4,037 | 2,084 | 10 | 2,159 | 10 | 100% | 0 | 0% | 0 | 0% |
| Library Supplies | 234 | 4,178 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Lice Removal Services | 6,068 | 1,752 | 11 | 2,095 | 9 | 82% | 2 | 18% | 0 | 0% |
| License Services | 35,412 | 644 | 129 | 668 | 80 | 62% | 47 | 36% | 2 | 2% |
| Lie Detector | 5,032 | 1,908 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Life Coach | 22,248 | 869 | 15 | 1,888 | 10 | 67% | 3 | 20% | 2 | 13% |
| Life Insurance | 244,136 | 108 | 460 | 268 | 412 | 90% | 44 | 10% | 4 | 1% |
| Life Raft Inflation Equipment | 120 | 4,516 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Lift Kits | 650 | 3,523 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Lifts | 9,825 | 1,396 | 9 | 2,239 | 9 | 100% | 0 | 0% | 0 | 0% |
| Light Bulbs | 15,869 | 1,084 | 80 | 899 | 63 | 79% | 16 | 20% | 1 | 1% |
| Light Fixture Cleaning | 189 | 4,317 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Light Fixture Parts | 3,414 | 2,212 | 4 | 2,778 | 2 | 50% | 1 | 25% | 1 | 25% |
| Light Fixture Repair | 1,871 | 2,680 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Light Haul Trucking | 10,832 | 1,334 | 11 | 2,095 | 3 | 27% | 8 | 73% | 0 | 0% |
| Light Plant | 40 | 4,930 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Light Tubes | 0 | 5,464 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Lighting Consultant | 7,673 | 1,569 | 11 | 2,095 | 8 | 73% | 3 | 27% | 0 | 0% |
| Lighting Equipment | 25 | 5,064 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Lighting Fixture Manufacturers | 11 | 5,230 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Lighting Systems | 13,271 | 1,212 | 56 | 1,082 | 24 | 43% | 31 | 55% | 1 | 2% |
| Lightning Protection | 1,972 | 2,632 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Lime | 80 | 4,682 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Limestone | 2,613 | 2,420 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|------------------------------|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Limo Service | 134,260 | 217 | 415 | 290 | 204 | 49% | 191 | 46% | 20 | 5% |
| Linen Manufacturers | 4,867 | 1,924 | 14 | 1,924 | 8 | 57% | 6 | 43% | 0 | 0% |
| Linen Supply Service | 5,956 | 1,769 | 11 | 2,095 | 7 | 64% | 4 | 36% | 0 | 0% |
| Linens | 11,807 | 1,285 | 116 | 713 | 97 | 84% | 17 | 15% | 2 | 2% |
| Lingerie | 38,117 | 616 | 258 | 399 | 186 | 72% | 68 | 26% | 4 | 2% |
| Linoleum Dealers | 1,175 | 3,065 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Linoleum Manufacturers | 15 | 5,175 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Linoleum Supplies | 5 | 5,311 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Liquid Chiller | 142 | 4,449 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Liquid De-Icing | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Liquid Filters | 600 | 3,590 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Liquid or Dry Bulk Trucking | 2,271 | 2,522 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Liquid Plastic | 1,037 | 3,159 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Liquid Storage | 1,097 | 3,112 | 8 | 2,322 | 5 | 63% | 3 | 38% | 0 | 0% |
| Liquidators | 18,061 | 1,000 | 47 | 1,163 | 30 | 64% | 15 | 32% | 2 | 4% |
| Liquor Broker | 516 | 3,694 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Liquor Store | 18,627 | 982 | 95 | 805 | 55 | 58% | 39 | 41% | 1 | 1% |
| Literary Agents | 2,553 | 2,440 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Lithographer | 592 | 3,601 | 7 | 2,415 | 4 | 57% | 3 | 43% | 0 | 0% |
| Lithographic Negative Plates | 12 | 5,217 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Litigation Lawyer | 14,113 | 1,166 | 17 | 1,801 | 16 | 94% | 1 | 6% | 0 | 0% |
| Litigation Support | 3,782 | 2,132 | 6 | 2,526 | 1 | 17% | 5 | 83% | 0 | 0% |
| Live Scan Fingerprinting | 1,137 | 3,089 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Livestock | 28 | 5,034 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Livestock Appraisers | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Livestock Auction | 1,039 | 3,155 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Livestock Breeding | 2,720 | 2,390 | 7 | 2,415 | 3 | 43% | 4 | 57% | 0 | 0% |
| Livestock Buyer | 340 | 3,959 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Livestock Commission | 45 | 4,883 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Livestock Equipment | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Livestock Feeding | 379 | 3,891 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Livestock Grooming | 20 | 5,116 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Livestock Hauling | 466 | 3,765 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Livestock Order Buyers | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Livestock Spray | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Livestock Supplies | 14,729 | 1,134 | 5 | 2,648 | 4 | 80% | 1 | 20% | 0 | 0% |
| Loading Dock Equipment | 1,208 | 3,040 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Loan Acceleration | 1,677 | 2,771 | 6 | 2,526 | 3 | 50% | 3 | 50% | 0 | 0% |
| Loan Modification | 89,131 | 308 | 389 | 307 | 149 | 38% | 131 | 34% | 109 | 28% |
| Loan Originator | 10,131 | 1,381 | 19 | 1,732 | 12 | 63% | 7 | 37% | 0 | 0% |
| Loan Servicing | 139,722 | 211 | 901 | 159 | 848 | 94% | 52 | 6% | 1 | 0% |
| Loans | 1,256,492 | 21 | 3,619 | 42 | 3,051 | 84% | 442 | 12% | 126 | 3% |
| Lobbyist | 5,191 | 1,876 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Local Lottery | 1,120 | 3,097 | 8 | 2,322 | 7 | 88% | 1 | 13% | 0 | 0% |
| Lock Manufacturers | 2,982 | 2,310 | 22 | 1,641 | 8 | 36% | 13 | 59% | 1 | 5% |
| Lockers | 817 | 3,356 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Locksmith | 163,582 | 183 | 702 | 197 | 269 | 38% | 371 | 53% | 62 | 9% |
| Locksmith Supplies | 5,468 | 1,840 | 22 | 1,641 | 8 | 36% | 14 | 64% | 0 | 0% |
| Locomotive | 268 | 4,100 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Log Cabins | 39,650 | 601 | 29 | 1,456 | 20 | 69% | 9 | 31% | 0 | 0% |
| Log Splitter | 231 | 4,185 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Logging Companies | 17,683 | 1,013 | 13 | 1,983 | 6 | 46% | 7 | 54% | 0 | 0% |
| Logging Equipment | 1,454 | 2,883 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Logistics | 51,263 | 488 | 176 | 539 | 118 | 67% | 55 | 31% | 3 | 2% |
| Long Distance Phone Service | 35,196 | 647 | 208 | 475 | 144 | 69% | 62 | 30% | 2 | 1% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Long Term Care Insurance | 4,268 | 2,038 | 6 | 2,526 | 6 | 100% | 0 | 0% | 0 | 0% |
| Lottery | 0 | 5,464 | 12 | 2,038 | 2 | 17% | 1 | 8% | 9 | 75% |
| Lottery Club | 991 | 3,187 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Louvers | 320 | 3,987 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Low Voltage Contractors | 10,391 | 1,360 | 7 | 2,415 | 4 | 57% | 3 | 43% | 0 | 0% |
| Lube Service | 17,157 | 1,031 | 339 | 331 | 197 | 58% | 136 | 40% | 6 | 2% |
| Lubricants | 1,910 | 2,662 | 8 | 2,322 | 6 | 75% | 2 | 25% | 0 | 0% |
| Lubricating Oil | 4,422 | 2,004 | 9 | 2,239 | 3 | 33% | 5 | 56% | 1 | 11% |
| Lubricating System | 496 | 3,720 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Luggage | 12,159 | 1,267 | 102 | 769 | 81 | 79% | 21 | 21% | 0 | 0% |
| Luggage Carrier | 1,839 | 2,695 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Luggage Covers | 77 | 4,695 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Luggage Manufacturers | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Luggage Manufacturers Equipment and Supplies | 237 | 4,172 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Luggage Repair | 738 | 3,424 | 6 | 2,526 | 0 | 0% | 4 | 67% | 2 | 33% |
| Lumber Carrier | 827 | 3,347 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Lumber Inspector | 370 | 3,904 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Lumber Mill Representatives | 107 | 4,583 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Lumber Store | 31,214 | 704 | 50 | 1,133 | 36 | 72% | 14 | 28% | 0 | 0% |
| Macaroni | 156 | 4,402 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Machine Guards | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Machine Knives | 915 | 3,256 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Machine Shop | 40,394 | 595 | 30 | 1,431 | 17 | 57% | 13 | 43% | 0 | 0% |
| Machine Tool Repair | 4,241 | 2,044 | 13 | 1,983 | 7 | 54% | 6 | 46% | 0 | 0% |
| Machine Tools | 14,058 | 1,168 | 60 | 1,042 | 47 | 78% | 13 | 22% | 0 | 0% |
| Machinery Appraisal | 442 | 3,804 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Machinery Cleaning | 268 | 4,100 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Machinery Movers | 2,525 | 2,451 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Machinery Repair | 7,639 | 1,573 | 8 | 2,322 | 5 | 63% | 3 | 38% | 0 | 0% |
| Magazine Advertising | 8,484 | 1,499 | 58 | 1,058 | 48 | 83% | 10 | 17% | 0 | 0% |
| Magazine Dealers | 6,955 | 1,646 | 71 | 952 | 46 | 65% | 22 | 31% | 3 | 4% |
| Magazine Distributors | 15,428 | 1,104 | 129 | 668 | 76 | 59% | 45 | 35% | 8 | 6% |
| Magazine Sales | 115,539 | 255 | 1,295 | 118 | 1,001 | 77% | 269 | 21% | 25 | 2% |
| Magazine Sales by Mail | 1,083 | 3,125 | 14 | 1,924 | 7 | 50% | 6 | 43% | 1 | 7% |
| Magazine Sales by Telephone | 2,168 | 2,554 | 9 | 2,239 | 6 | 67% | 3 | 33% | 0 | 0% |
| Magazines - Back Number | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Magazines Sales | 43,678 | 555 | 244 | 417 | 81 | 33% | 143 | 59% | 20 | 8% |
| Magician | 1,044 | 3,151 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Magician Supplies | 513 | 3,699 | 5 | 2,648 | 3 | 60% | 1 | 20% | 1 | 20% |
| Magnetic Particle Inspection | 31 | 5,010 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Magnetic Particle Inspection Equipment | 26 | 5,053 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Magnets | 1,794 | 2,711 | 11 | 2,095 | 3 | 27% | 7 | 64% | 1 | 9% |
| Magnifying Glass | 397 | 3,864 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Maid Service | 245 | 4,151 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Mail Box Rental | 7,264 | 1,606 | 70 | 958 | 42 | 60% | 28 | 40% | 0 | 0% |
| Mailbox Manufacturers | 2,684 | 2,402 | 17 | 1,801 | 11 | 65% | 6 | 35% | 0 | 0% |
| Mailing Containers | 569 | 3,625 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Mailing Equipment | 13,755 | 1,187 | 231 | 434 | 229 | 99% | 2 | 1% | 0 | 0% |
| Mailing Lists | 30,756 | 710 | 100 | 776 | 49 | 49% | 50 | 50% | 1 | 1% |
| Mailing Services | 78,473 | 345 | 1,508 | 103 | 1,326 | 88% | 176 | 12% | 6 | 0% |
| Major Appliance Dealers | 294,018 | 85 | 2,842 | 57 | 2,541 | 89% | 237 | 8% | 64 | 2% |
| Major Appliance Parts | 93,204 | 301 | 869 | 166 | 758 | 87% | 105 | 12% | 6 | 1% |
| Major Appliance Services | 369,745 | 72 | 1,795 | 82 | 1,013 | 56% | 703 | 39% | 79 | 4% |
| Makeup | 8,359 | 1,513 | 105 | 758 | 78 | 74% | 25 | 24% | 2 | 2% |
| Managed Print Services | 1,214 | 3,035 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|---|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Managed Service Provider | 1,162 | 3,074 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Management Consultant | 66,390 | 396 | 133 | 660 | 83 | 62% | 48 | 36% | 2 | 2% |
| Management Training | 8,884 | 1,469 | 27 | 1,507 | 16 | 59% | 11 | 41% | 0 | 0% |
| Manhole Covers | 44 | 4,896 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Manicures | 803 | 3,372 | 8 | 2,322 | 2 | 25% | 6 | 75% | 0 | 0% |
| Mannequins | 526 | 3,680 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Manufactured Home Manufacturers | 103,145 | 274 | 268 | 388 | 221 | 82% | 47 | 18% | 0 | 0% |
| Manufactured Home Park | 37,795 | 619 | 146 | 618 | 70 | 48% | 70 | 48% | 6 | 4% |
| Manufactured Home Parts | 5,481 | 1,839 | 21 | 1,665 | 5 | 24% | 16 | 76% | 0 | 0% |
| Manufactured Home Rental | 5,811 | 1,790 | 34 | 1,362 | 18 | 53% | 14 | 41% | 2 | 6% |
| Manufactured Home Repair | 24,475 | 819 | 59 | 1,046 | 38 | 64% | 21 | 36% | 0 | 0% |
| Manufactured Home Supplies | 5,650 | 1,818 | 15 | 1,888 | 13 | 87% | 2 | 13% | 0 | 0% |
| Manufactured Home Transport | 16,266 | 1,064 | 31 | 1,413 | 14 | 45% | 16 | 52% | 1 | 3% |
| Manufactured Homes Sales | 102,194 | 277 | 346 | 327 | 283 | 82% | 56 | 16% | 7 | 2% |
| Manufactured Offices & Commercial Units | 108 | 4,578 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Manufacturer Representative | 9,586 | 1,413 | 21 | 1,665 | 15 | 71% | 6 | 29% | 0 | 0% |
| Manufacturing Chemist | 3,866 | 2,117 | 100 | 776 | 99 | 99% | 1 | 1% | 0 | 0% |
| Map Dealers | 979 | 3,204 | 24 | 1,578 | 23 | 96% | 1 | 4% | 0 | 0% |
| Map Publisher | 2,361 | 2,499 | 13 | 1,983 | 10 | 77% | 3 | 23% | 0 | 0% |
| Mapping Services | 1,905 | 2,665 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Marble | 22 | 5,098 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Marble Cleaning | 3,732 | 2,145 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Marble Installation | 31 | 5,010 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Marijuana - Retail | 59 | 4,783 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Marijuana Accessories | 110 | 4,560 | 6 | 2,526 | 3 | 50% | 3 | 50% | 0 | 0% |
| Marijuana Grower | 313 | 4,001 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Marijuana Processor | 848 | 3,328 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Marijuana Products | 3,236 | 2,247 | 79 | 905 | 17 | 22% | 62 | 78% | 0 | 0% |
| Marijuana Sales and Services | 4,167 | 2,063 | 36 | 1,325 | 18 | 50% | 18 | 50% | 0 | 0% |
| Marina | 18,237 | 991 | 79 | 905 | 54 | 68% | 24 | 30% | 1 | 1% |
| Marine Anchors | 440 | 3,810 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Marine Buoys | 184 | 4,330 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Marine Contractors | 26,188 | 783 | 48 | 1,154 | 18 | 38% | 29 | 60% | 1 | 2% |
| Marine Electrical | 633 | 3,543 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Marine Electronics | 8,045 | 1,540 | 73 | 935 | 67 | 92% | 4 | 5% | 2 | 3% |
| Marine Equipment | 12,938 | 1,229 | 27 | 1,507 | 17 | 63% | 10 | 37% | 0 | 0% |
| Marine Fuel | 35 | 4,985 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Marine Hardware | 485 | 3,735 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Marine Insurance | 1,151 | 3,079 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Marine Pilot | 122 | 4,507 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Marine Sales and Service | 33,754 | 666 | 126 | 681 | 91 | 72% | 33 | 26% | 2 | 2% |
| Marine Salvage | 554 | 3,639 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Marine Shells | 130 | 4,484 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Marine Supplies | 39 | 4,941 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Marine Surveyor | 2,038 | 2,606 | 3 | 2,967 | 0 | 0% | 2 | 67% | 1 | 33% |
| Marine Terminal | 193 | 4,305 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Marine Towing | 937 | 3,233 | 8 | 2,322 | 2 | 25% | 6 | 75% | 0 | 0% |
| Marionette | 212 | 4,235 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Market Analysis | 4 | 5,334 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Market Research | 197,401 | 145 | 750 | 185 | 691 | 92% | 54 | 7% | 5 | 1% |
| Market Survey | 69,364 | 380 | 207 | 478 | 156 | 75% | 47 | 23% | 4 | 2% |
| Marketing Consultant | 221,028 | 122 | 643 | 209 | 343 | 53% | 262 | 41% | 38 | 6% |
| Marketing Programs | 613,143 | 39 | 686 | 204 | 520 | 76% | 152 | 22% | 14 | 2% |
| Marketing Software | 33,985 | 664 | 120 | 701 | 86 | 72% | 33 | 28% | 1 | 1% |
| Marriage Broker | 1,278 | 2,993 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Marriage Counselor | 36,854 | 625 | 67 | 986 | 49 | 73% | 15 | 22% | 3 | 4% |
| Martial Arts | 39,774 | 598 | 247 | 414 | 143 | 58% | 101 | 41% | 3 | 1% |
| Martial Arts Supplies | 2,695 | 2,399 | 8 | 2,322 | 5 | 63% | 3 | 38% | 0 | 0% |
| Mask | 706 | 3,452 | 8 | 2,322 | 1 | 13% | 4 | 50% | 3 | 38% |
| Mason Contractors | 356,667 | 73 | 369 | 319 | 154 | 42% | 186 | 50% | 29 | 8% |
| Mason Contractors Equipment and Supplies | 3,300 | 2,233 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Masquerade Costumes | 19,703 | 945 | 116 | 713 | 54 | 47% | 60 | 52% | 2 | 2% |
| Mass Torts Lawyers | 659 | 3,512 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Massage School | 5,335 | 1,855 | 8 | 2,322 | 5 | 63% | 3 | 38% | 0 | 0% |
| Massage Supplies | 13,324 | 1,209 | 46 | 1,178 | 28 | 61% | 18 | 39% | 0 | 0% |
| Massage Therapist | 68,760 | 383 | 644 | 208 | 373 | 58% | 242 | 38% | 29 | 5% |
| Masts | 13 | 5,207 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Matches | 30 | 5,019 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Material Handling Equipment | 9,436 | 1,418 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Maternity Clothes | 1,716 | 2,751 | 22 | 1,641 | 6 | 27% | 16 | 73% | 0 | 0% |
| Mathematician | 82 | 4,676 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Mats | 4,577 | 1,981 | 22 | 1,641 | 13 | 59% | 9 | 41% | 0 | 0% |
| Mattress | 201,021 | 140 | 1,721 | 85 | 1,479 | 86% | 221 | 13% | 21 | 1% |
| Mattress Cleaning | 57 | 4,798 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Mattress Renovation | 834 | 3,338 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Mattress Supplies | 2,098 | 2,586 | 17 | 1,801 | 14 | 82% | 2 | 12% | 1 | 6% |
| Mausoleum | 513 | 3,699 | 2 | 3,199 | 0 | 0% | 1 | 50% | 1 | 50% |
| Maxillofacial | 3,217 | 2,254 | 15 | 1,888 | 13 | 87% | 2 | 13% | 0 | 0% |
| Mayonnaise | 87 | 4,657 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Meal Prep | 4,450 | 2,001 | 57 | 1,070 | 31 | 54% | 10 | 18% | 16 | 28% |
| Measuring Machine | 487 | 3,731 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Measuring Tape | 14 | 5,188 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Meat | 4,781 | 1,939 | 21 | 1,665 | 7 | 33% | 12 | 57% | 2 | 10% |
| Meat Brokers | 3,498 | 2,191 | 6 | 2,526 | 1 | 17% | 5 | 83% | 0 | 0% |
| Meat Chopper | 402 | 3,858 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Meat Packers | 10,099 | 1,385 | 17 | 1,801 | 5 | 29% | 12 | 71% | 0 | 0% |
| Meat Packing Supplies | 509 | 3,705 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Meat Processing | 9,085 | 1,449 | 16 | 1,851 | 10 | 63% | 5 | 31% | 1 | 6% |
| Meat Retail | 50,469 | 497 | 101 | 772 | 65 | 64% | 35 | 35% | 1 | 1% |
| Meat Sales | 28,921 | 743 | 99 | 783 | 59 | 60% | 36 | 36% | 4 | 4% |
| Mechanical Contractors | 75,642 | 359 | 96 | 800 | 65 | 68% | 30 | 31% | 1 | 1% |
| Mechanical Engineer | 3,777 | 2,135 | 5 | 2,648 | 0 | 0% | 5 | 100% | 0 | 0% |
| Mechanical Engraver | 1,315 | 2,973 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Mechanical Insulation Contractors | 2,881 | 2,340 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Mechanical Packing | 122 | 4,507 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Mechanical Stripping | 58 | 4,791 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Media Buying | 653 | 3,520 | 8 | 2,322 | 2 | 25% | 6 | 75% | 0 | 0% |
| Media Consultant | 10,980 | 1,326 | 47 | 1,163 | 17 | 36% | 30 | 64% | 0 | 0% |
| Mediation Attorney | 2,643 | 2,414 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Mediation Coaching | 1,748 | 2,732 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Mediation Services | 18,198 | 993 | 59 | 1,046 | 45 | 76% | 13 | 22% | 1 | 2% |
| Medical Alarm | 46,869 | 531 | 324 | 344 | 312 | 96% | 11 | 3% | 1 | 0% |
| Medical Alert Systems | 9,132 | 1,446 | 41 | 1,248 | 26 | 63% | 15 | 37% | 0 | 0% |
| Medical Billing | 64,868 | 404 | 350 | 324 | 225 | 64% | 114 | 33% | 11 | 3% |
| Medical Business Administration | 15,048 | 1,115 | 41 | 1,248 | 24 | 59% | 17 | 41% | 0 | 0% |
| Medical Case Management | 4,861 | 1,925 | 8 | 2,322 | 4 | 50% | 3 | 38% | 1 | 13% |
| Medical Coding | 1,822 | 2,702 | 6 | 2,526 | 5 | 83% | 1 | 17% | 0 | 0% |
| Medical Consultants | 19,788 | 939 | 28 | 1,476 | 23 | 82% | 4 | 14% | 1 | 4% |
| Medical Doctor | 129,950 | 223 | 944 | 151 | 638 | 68% | 295 | 31% | 11 | 1% |
| Medical Equipment | 200,891 | 141 | 1,290 | 119 | 999 | 77% | 281 | 22% | 10 | 1% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|---------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Medical Equipment Repair | 441 | 3,808 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Medical Gas | 2,452 | 2,470 | 6 | 2,526 | 6 | 100% | 0 | 0% | 0 | 0% |
| Medical Imaging | 14,556 | 1,141 | 138 | 646 | 100 | 72% | 36 | 26% | 2 | 1% |
| Medical Lab | 40,577 | 592 | 490 | 260 | 427 | 87% | 62 | 13% | 1 | 0% |
| Medical Liability Insurance | 4,628 | 1,972 | 10 | 2,159 | 4 | 40% | 6 | 60% | 0 | 0% |
| Medical Malpractice Lawyers | 2,799 | 2,370 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Medical Marijuana Dispensaries | 3,265 | 2,242 | 37 | 1,301 | 20 | 54% | 17 | 46% | 0 | 0% |
| Medical Plans | 18,057 | 1,001 | 141 | 631 | 116 | 82% | 21 | 15% | 4 | 3% |
| Medical Records | 11,451 | 1,298 | 31 | 1,413 | 23 | 74% | 8 | 26% | 0 | 0% |
| Medical Service Organization | 47,863 | 524 | 134 | 655 | 91 | 68% | 37 | 28% | 6 | 4% |
| Medical Spa | 9,637 | 1,411 | 69 | 967 | 42 | 61% | 24 | 35% | 3 | 4% |
| Medical Staffing | 9,583 | 1,414 | 17 | 1,801 | 13 | 76% | 3 | 18% | 1 | 6% |
| Medical Supplies | 1,717 | 2,750 | 11 | 2,095 | 7 | 64% | 4 | 36% | 0 | 0% |
| Medical Testing | 21,880 | 877 | 110 | 739 | 36 | 33% | 74 | 67% | 0 | 0% |
| Medical Tourism | 3,475 | 2,196 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Medical Transcription | 7,527 | 1,585 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Medical Transportation | 16,524 | 1,059 | 35 | 1,334 | 22 | 63% | 11 | 31% | 2 | 6% |
| Medical Truss | 132 | 4,480 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Medical Uniforms | 5,112 | 1,887 | 29 | 1,456 | 29 | 100% | 0 | 0% | 0 | 0% |
| Medicare | 10,569 | 1,348 | 9 | 2,239 | 7 | 78% | 2 | 22% | 0 | 0% |
| Medicare Advantage | 1,065 | 3,136 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Medicare Supplement | 3,938 | 2,101 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Medication | 4 | 5,334 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Medicine Consultant | 34,472 | 655 | 165 | 565 | 159 | 96% | 5 | 3% | 1 | 1% |
| Meeting Management | 829 | 3,343 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Membrane Lining | 2,597 | 2,425 | 5 | 2,648 | 3 | 60% | 1 | 20% | 1 | 20% |
| Memorabilia | 12 | 5,217 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Mens Clothing | 30,631 | 712 | 272 | 386 | 123 | 45% | 133 | 49% | 16 | 6% |
| Mental Health Services | 42,505 | 569 | 83 | 882 | 52 | 63% | 30 | 36% | 1 | 1% |
| Menu Service | 226 | 4,202 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Merchandise Broker | 1,720 | 2,748 | 9 | 2,239 | 5 | 56% | 2 | 22% | 2 | 22% |
| Merchandise Warehouse | 10,753 | 1,339 | 92 | 821 | 66 | 72% | 25 | 27% | 1 | 1% |
| Merchandising Services | 8,742 | 1,481 | 82 | 884 | 23 | 28% | 56 | 68% | 3 | 4% |
| Mesothelioma Lawyer | 797 | 3,376 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Messenger Service | 3,675 | 2,158 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Metal | 26 | 5,053 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Metal and Glass Etched Products | 825 | 3,349 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Metal Art | 5,597 | 1,824 | 14 | 1,924 | 6 | 43% | 7 | 50% | 1 | 7% |
| Metal Boxes | 64 | 4,755 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Metal Cladding | 710 | 3,449 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Metal Cleaning | 1,047 | 3,146 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Metal Cleaning Equipment | 45 | 4,883 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Metal Cleaning Machines | 29 | 5,024 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Metal Detectors | 2,428 | 2,476 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Metal Engraver | 1,285 | 2,988 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Metal Fabricating Machinery | 1,368 | 2,941 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Metal Fabrication | 23,568 | 838 | 28 | 1,476 | 15 | 54% | 13 | 46% | 0 | 0% |
| Metal Finishers Supplies | 802 | 3,373 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Metal Finishing | 5,724 | 1,802 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Metal Forming | 767 | 3,398 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Metal Heat Treating | 1,255 | 3,006 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Metal Powder Fabricators | 1,839 | 2,695 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Metal Recycling | 4,759 | 1,944 | 10 | 2,159 | 4 | 40% | 6 | 60% | 0 | 0% |
| Metal Roofing Contractors | 26,851 | 775 | 43 | 1,219 | 23 | 53% | 19 | 44% | 1 | 2% |
| Metal Salvage Yards | 8,764 | 1,477 | 10 | 2,159 | 5 | 50% | 5 | 50% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|---|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Metal Sawing | 117 | 4,526 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Metal Slitting | 147 | 4,434 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Metal Specialties | 5,029 | 1,909 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Metal Spinning | 344 | 3,949 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Metal Stamping | 3,137 | 2,272 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Metal Stamping Machine | 125 | 4,497 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Metal Tanks | 1,542 | 2,834 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Metal Tubing | 550 | 3,643 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Metalizing Equipment | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Metallizing | 146 | 4,435 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Metallurgy | 195 | 4,293 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Metallurgy Equipment | 14 | 5,188 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Metaphysical Supplies | 533 | 3,671 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Metaphysician | 238 | 4,166 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Meteorological Consultants | 42 | 4,918 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Meteorological Instruments | 44 | 4,896 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Meter Repair | 416 | 3,843 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Meters | 1,467 | 2,876 | 5 | 2,648 | 1 | 20% | 4 | 80% | 0 | 0% |
| Mexican Food | 1,348 | 2,952 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Mexican Imports | 127 | 4,490 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Mezzanines | 35 | 4,985 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Microfilm Equipment | 327 | 3,972 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Micrometer | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Microphone | 197 | 4,285 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Microscope | 1,993 | 2,624 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Microwave Communications | 596 | 3,595 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Microwave Dealers | 95 | 4,625 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Microwave Oven Manufacturers | 10 | 5,240 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Microwave Parts | 22 | 5,098 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Microwave Repairs | 238 | 4,166 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Midwives | 1,791 | 2,715 | 5 | 2,648 | 2 | 40% | 3 | 60% | 0 | 0% |
| Mildew Remediation | 18,665 | 979 | 11 | 2,095 | 8 | 73% | 2 | 18% | 1 | 9% |
| Mildew Removal | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Military Gear | 14,195 | 1,157 | 19 | 1,732 | 9 | 47% | 10 | 53% | 0 | 0% |
| Milk Distributors | 310 | 4,011 | 1 | 3,539 | 0 | 0% | 0 | 0% | 1 | 100% |
| Millinery - Retail | 13 | 5,207 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Millinery - Wholesale & Manufacturers | 13 | 5,207 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Millinery Supplies | 11 | 5,230 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Milling Cutters | 45 | 4,883 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Milling Machine | 689 | 3,477 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Millwork | 14,967 | 1,118 | 18 | 1,764 | 11 | 61% | 7 | 39% | 0 | 0% |
| Millwrights | 2,402 | 2,487 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Mineral Exploration | 2,537 | 2,446 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Minerals | 3,924 | 2,103 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Mini Golf Course | 1,688 | 2,766 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Miniatures | 2,066 | 2,597 | 16 | 1,851 | 13 | 81% | 3 | 19% | 0 | 0% |
| Mining | 4,650 | 1,963 | 7 | 2,415 | 4 | 57% | 3 | 43% | 0 | 0% |
| Mining Consultants | 428 | 3,831 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Mining Development | 76 | 4,703 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Mining Equipment | 3,093 | 2,282 | 11 | 2,095 | 4 | 36% | 7 | 64% | 0 | 0% |
| Mirror Cleaning | 83 | 4,671 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Mirror Manufacturers | 443 | 3,801 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Mirrors | 4,716 | 1,952 | 8 | 2,322 | 3 | 38% | 5 | 63% | 0 | 0% |
| Missile and Rocket Components | 12 | 5,217 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Missile and Rocket Research and Development | 423 | 3,836 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|---------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Missile Manufacturing | 52 | 4,832 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Missing Person Services | 174 | 4,352 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Missions | 871 | 3,304 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Misting System | 1,150 | 3,081 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Mixing and Agitation Machinery | 287 | 4,055 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Mobile Advertising | 4,334 | 2,020 | 403 | 297 | 401 | 100% | 1 | 0% | 1 | 0% |
| Mobile Apps | 69,897 | 377 | 460 | 268 | 353 | 77% | 103 | 22% | 4 | 1% |
| Mobile Auto Lube and Oil | 8,871 | 1,471 | 164 | 569 | 91 | 55% | 71 | 43% | 2 | 1% |
| Mobile Auto Painting | 2,435 | 2,473 | 26 | 1,524 | 15 | 58% | 10 | 38% | 1 | 4% |
| Mobile Auto Repair | 37,785 | 620 | 183 | 523 | 99 | 54% | 77 | 42% | 7 | 4% |
| Mobile Dry Cleaning | 1,468 | 2,874 | 44 | 1,202 | 32 | 73% | 12 | 27% | 0 | 0% |
| Mobile Home Foundation | 19 | 5,123 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Mobile Marketing Consultants | 2,191 | 2,545 | 5 | 2,648 | 4 | 80% | 1 | 20% | 0 | 0% |
| Mobile Pet Grooming | 7,788 | 1,559 | 11 | 2,095 | 8 | 73% | 3 | 27% | 0 | 0% |
| Mobile Phone Service | 14,000 | 1,176 | 128 | 673 | 87 | 68% | 37 | 29% | 4 | 3% |
| Mobile Refrigeration | 694 | 3,472 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Mobile Truck Repair | 3,206 | 2,255 | 10 | 2,159 | 7 | 70% | 3 | 30% | 0 | 0% |
| Mobile Truck Service | 6 | 5,290 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Mobility Scooter | 6,898 | 1,649 | 30 | 1,431 | 19 | 63% | 11 | 37% | 0 | 0% |
| Model Car Racing | 367 | 3,910 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Model Maker | 1,272 | 2,995 | 7 | 2,415 | 2 | 29% | 5 | 71% | 0 | 0% |
| Model Training | 11,218 | 1,306 | 17 | 1,801 | 12 | 71% | 5 | 29% | 0 | 0% |
| Modeling and Simulation | 192 | 4,308 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Modeling Schools | 12,571 | 1,254 | 6 | 2,526 | 5 | 83% | 1 | 17% | 0 | 0% |
| Modular Buildings | 108,314 | 260 | 91 | 829 | 82 | 90% | 9 | 10% | 0 | 0% |
| Modular Home Foundation | 4,479 | 1,996 | 32 | 1,394 | 19 | 59% | 11 | 34% | 2 | 6% |
| Modular Homes | 42,709 | 567 | 87 | 851 | 66 | 76% | 20 | 23% | 1 | 1% |
| Molasses | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Mold Inspection | 8,900 | 1,468 | 17 | 1,801 | 8 | 47% | 9 | 53% | 0 | 0% |
| Mold Remediation | 268 | 4,100 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Mold Removal | 64,071 | 411 | 57 | 1,070 | 45 | 79% | 10 | 18% | 2 | 4% |
| Mold Testing | 6,534 | 1,703 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Molding | 2,853 | 2,351 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Molds | 4,347 | 2,018 | 7 | 2,415 | 2 | 29% | 5 | 71% | 0 | 0% |
| Money Order Systems | 642 | 3,529 | 10 | 2,159 | 7 | 70% | 2 | 20% | 1 | 10% |
| Money Orders | 48,235 | 521 | 614 | 217 | 593 | 97% | 20 | 3% | 1 | 0% |
| Money Transfers | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Monogram | 10,503 | 1,354 | 284 | 379 | 119 | 42% | 158 | 56% | 7 | 2% |
| Monogram Machine | 54 | 4,816 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Monorail | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Monument Cleaning | 140 | 4,458 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Monuments | 43,891 | 551 | 208 | 475 | 125 | 60% | 77 | 37% | 6 | 3% |
| Moorage | 5 | 5,311 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Mop Manufacturers | 45 | 4,883 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Moped | 1,641 | 2,791 | 19 | 1,732 | 9 | 47% | 10 | 53% | 0 | 0% |
| Mortgage Banker | 550,619 | 46 | 882 | 163 | 853 | 97% | 20 | 2% | 9 | 1% |
| Mortgage Broker | 1,047,548 | 24 | 2,761 | 60 | 2,593 | 94% | 148 | 5% | 20 | 1% |
| Mortgage Lenders | 386,881 | 68 | 711 | 191 | 656 | 92% | 52 | 7% | 3 | 0% |
| Mosaics | 179 | 4,345 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Mosquito Control | 7,823 | 1,554 | 9 | 2,239 | 8 | 89% | 1 | 11% | 0 | 0% |
| Motel | 36,597 | 627 | 1,556 | 99 | 821 | 53% | 716 | 46% | 19 | 1% |
| Motel Reservations | 553 | 3,641 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Moth Prevention | 41 | 4,923 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Motion Picture Equipment | 220 | 4,220 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Motion Picture Equipment Repair | 19 | 5,123 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|---|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Motion Picture Film Distributors | 1,978 | 2,630 | 14 | 1,924 | 11 | 79% | 3 | 21% | 0 | 0% |
| Motion Picture Film Editing | 1,889 | 2,675 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Motion Picture Film Libraries | 51 | 4,840 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Motion Picture Film Storage | 35 | 4,985 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Motion Picture Laboratories | 11 | 5,230 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Motion Picture Producers | 3,505 | 2,190 | 7 | 2,415 | 1 | 14% | 6 | 86% | 0 | 0% |
| Motion Picture Projection Service | 524 | 3,682 | 9 | 2,239 | 8 | 89% | 1 | 11% | 0 | 0% |
| Motion Picture Representatives | 183 | 4,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Motion Picture Research | 29 | 5,024 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Motion Picture Special Effects | 185 | 4,326 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Motion Picture Technicians | 44 | 4,896 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Motor Coach Companies | 2,357 | 2,501 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Motor Freight Trucking | 21,745 | 883 | 68 | 974 | 27 | 40% | 40 | 59% | 1 | 1% |
| Motor Home Carpet and Upholstery Cleaning | 71 | 4,721 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Motor Home Rentals | 3,094 | 2,281 | 16 | 1,851 | 11 | 69% | 5 | 31% | 0 | 0% |
| Motor Homes | 11,725 | 1,287 | 45 | 1,189 | 32 | 71% | 11 | 24% | 2 | 4% |
| Motor Karts | 538 | 3,663 | 3 | 2,967 | 0 | 0% | 2 | 67% | 1 | 33% |
| Motor Laminations | 21 | 5,107 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Motor Scooters | 19,663 | 947 | 111 | 732 | 70 | 63% | 39 | 35% | 2 | 2% |
| Motorcycle Consignment | 1,604 | 2,809 | 12 | 2,038 | 6 | 50% | 6 | 50% | 0 | 0% |
| Motorcycle Customization | 7,886 | 1,548 | 40 | 1,257 | 15 | 38% | 24 | 60% | 1 | 3% |
| Motorcycle Dealers | 115,818 | 253 | 711 | 191 | 527 | 74% | 169 | 24% | 15 | 2% |
| Motorcycle Driving School | 925 | 3,245 | 7 | 2,415 | 7 | 100% | 0 | 0% | 0 | 0% |
| Motorcycle Rental | 7,145 | 1,628 | 34 | 1,362 | 28 | 82% | 6 | 18% | 0 | 0% |
| Motorcycle Repair | 21,769 | 882 | 123 | 689 | 71 | 58% | 51 | 41% | 1 | 1% |
| Motorcycle Service | 14 | 5,188 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Motorcycle Supplies | 55,493 | 452 | 377 | 316 | 236 | 63% | 139 | 37% | 2 | 1% |
| Mountain Climbing | 606 | 3,580 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Movie Advertising | 250 | 4,137 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Moving and Storage Companies | 352,155 | 74 | 2,160 | 73 | 1,452 | 67% | 675 | 31% | 33 | 2% |
| Moving Assistance | 212 | 4,235 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Moving Brokers | 104,636 | 272 | 738 | 188 | 603 | 82% | 132 | 18% | 3 | 0% |
| Moving Companies | 1,525,407 | 13 | 6,232 | 22 | 4,210 | 68% | 1,875 | 30% | 147 | 2% |
| Moving Equipment Rental | 4,085 | 2,074 | 23 | 1,601 | 14 | 61% | 9 | 39% | 0 | 0% |
| Moving Portable Buildings | 680 | 3,492 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Moving Sales | 926 | 3,244 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Moving Services | 70,616 | 374 | 324 | 344 | 194 | 60% | 121 | 37% | 9 | 3% |
| Moving Supplies | 1,670 | 2,777 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Mowing Tractor | 430 | 3,828 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| MRI | 7,677 | 1,568 | 46 | 1,178 | 26 | 57% | 20 | 43% | 0 | 0% |
| Mud Jacking Contractors | 22,237 | 870 | 17 | 1,801 | 15 | 88% | 2 | 12% | 0 | 0% |
| Muffler | 20,601 | 913 | 191 | 510 | 106 | 55% | 84 | 44% | 1 | 1% |
| Mulch | 8,268 | 1,522 | 24 | 1,578 | 17 | 71% | 7 | 29% | 0 | 0% |
| Multi-Level Sales | 226,343 | 117 | 198 | 496 | 171 | 86% | 26 | 13% | 1 | 1% |
| Multimedia Computer | 4,072 | 2,076 | 55 | 1,091 | 12 | 22% | 42 | 76% | 1 | 2% |
| Mural | 1,500 | 2,858 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Museum | 3,691 | 2,154 | 20 | 1,692 | 13 | 65% | 7 | 35% | 0 | 0% |
| Mushrooms | 1,248 | 3,014 | 6 | 2,526 | 2 | 33% | 4 | 67% | 0 | 0% |
| Music | 83 | 4,671 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Music Arranger | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Music Box | 715 | 3,442 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Music Composer | 1,244 | 3,017 | 4 | 2,778 | 0 | 0% | 4 | 100% | 0 | 0% |
| Music Copyist | 296 | 4,032 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Music Distribution Companies | 12,679 | 1,243 | 172 | 545 | 139 | 81% | 33 | 19% | 0 | 0% |
| Music Instrument Store | 49,845 | 500 | 215 | 458 | 172 | 80% | 35 | 16% | 8 | 4% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|---|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Music Publishing Companies | 14,787 | 1,127 | 23 | 1,601 | 19 | 83% | 3 | 13% | 1 | 4% |
| Music Store | 18,198 | 993 | 68 | 974 | 26 | 38% | 42 | 62% | 0 | 0% |
| Music Writing Supplies | 110 | 4,560 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Musical Instrument Manufacturers | 23 | 5,085 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Musical Instrument Rental | 5,136 | 1,883 | 171 | 547 | 169 | 99% | 2 | 1% | 0 | 0% |
| Musical Instrument Repair | 4,134 | 2,069 | 20 | 1,692 | 10 | 50% | 10 | 50% | 0 | 0% |
| Musical Instrument Supplies and Accessories | 13,009 | 1,226 | 111 | 732 | 88 | 79% | 20 | 18% | 3 | 3% |
| Musicians | 2,894 | 2,336 | 12 | 2,038 | 6 | 50% | 5 | 42% | 1 | 8% |
| Mutual Funds | 9,173 | 1,441 | 99 | 783 | 92 | 93% | 7 | 7% | 0 | 0% |
| Myofunctional Therapists | 672 | 3,503 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Myotherapy | 92 | 4,636 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Nail Machine | 18 | 5,139 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Nail Salon | 36,394 | 629 | 771 | 180 | 361 | 47% | 386 | 50% | 24 | 3% |
| Nails | 124 | 4,502 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Name Plate Holders | 53 | 4,822 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Name Plates | 205 | 4,262 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Nanny Services | 17,695 | 1,012 | 35 | 1,334 | 21 | 60% | 9 | 26% | 5 | 14% |
| Natural Gas Companies | 69,269 | 381 | 1,462 | 105 | 1,357 | 93% | 105 | 7% | 0 | 0% |
| Natural Marble | 12,629 | 1,247 | 23 | 1,601 | 15 | 65% | 7 | 30% | 1 | 4% |
| Natural Stone | 21,847 | 880 | 38 | 1,288 | 25 | 66% | 11 | 29% | 2 | 5% |
| Natural Stone Cleaning | 3,800 | 2,129 | 6 | 2,526 | 2 | 33% | 4 | 67% | 0 | 0% |
| Natural Stone Restoration | 47 | 4,868 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Naturopath | 6,608 | 1,694 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Nautical Instruments | 150 | 4,421 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Naval Architect | 114 | 4,539 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Naval Stores | 27 | 5,042 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Navigation Consultants | 282 | 4,066 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Neckwear | 549 | 3,646 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Needles | 62 | 4,766 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Needlework Supplies | 1,377 | 2,932 | 12 | 2,038 | 6 | 50% | 6 | 50% | 0 | 0% |
| Neon Signs | 3,384 | 2,219 | 20 | 1,692 | 5 | 25% | 15 | 75% | 0 | 0% |
| Nephrologist | 605 | 3,581 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Nets | 604 | 3,583 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Network Cabling | 5,696 | 1,811 | 24 | 1,578 | 13 | 54% | 10 | 42% | 1 | 4% |
| Network Cabling Installation | 2,929 | 2,322 | 7 | 2,415 | 6 | 86% | 1 | 14% | 0 | 0% |
| Network Computer | 71,614 | 371 | 814 | 173 | 724 | 89% | 87 | 11% | 3 | 0% |
| Network Security | 24,107 | 826 | 49 | 1,144 | 24 | 49% | 21 | 43% | 4 | 8% |
| New Auto Parts | 437,409 | 58 | 2,575 | 63 | 1,964 | 76% | 587 | 23% | 24 | 1% |
| New Boiler | 3,465 | 2,201 | 10 | 2,159 | 9 | 90% | 1 | 10% | 0 | 0% |
| New Books | 48,840 | 511 | 335 | 332 | 230 | 69% | 94 | 28% | 11 | 3% |
| New Car Dealers | 1,761,845 | 11 | 24,327 | 4 | 20,798 | 85% | 3,422 | 14% | 107 | 0% |
| New Carpet | 330,722 | 79 | 1,585 | 95 | 1,465 | 92% | 112 | 7% | 8 | 1% |
| New Machinery | 11,480 | 1,294 | 35 | 1,334 | 17 | 49% | 17 | 49% | 1 | 3% |
| New Textbooks | 0 | 5,464 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| News Services | 5,583 | 1,826 | 105 | 758 | 87 | 83% | 15 | 14% | 3 | 3% |
| Newspaper | 54,631 | 461 | 2,671 | 62 | 2,473 | 93% | 192 | 7% | 6 | 0% |
| Newspaper Advertising | 7,737 | 1,565 | 38 | 1,288 | 22 | 58% | 15 | 39% | 1 | 3% |
| Newspaper Distributors | 6,336 | 1,726 | 216 | 455 | 211 | 98% | 3 | 1% | 2 | 1% |
| Newspaper Syndicates | 684 | 3,485 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Newsstands | 476 | 3,751 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Night Club | 15,496 | 1,097 | 87 | 851 | 44 | 51% | 41 | 47% | 2 | 2% |
| Night Vision Equipment | 186 | 4,325 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| No Change | 90 | 4,645 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| No License Required Financial Consultants | 180,171 | 164 | 80 | 899 | 40 | 50% | 40 | 50% | 0 | 0% |
| Noise Control Consultants | 740 | 3,423 | 5 | 2,648 | 4 | 80% | 1 | 20% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Non - Woven Fabrics | 122 | 4,507 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Non Profit Organizations | 33,536 | 669 | 98 | 787 | 60 | 61% | 34 | 35% | 4 | 4% |
| Non-Ceramic Tile Contractors | 9,987 | 1,389 | 24 | 1,578 | 4 | 17% | 18 | 75% | 2 | 8% |
| Non-Compliant Debt Relief Services | 14,737 | 1,132 | 42 | 1,232 | 13 | 31% | 20 | 48% | 9 | 21% |
| Non-Electric Wire and Cable | 1,653 | 2,786 | 1 | 3,539 | 0 | 0% | 0 | 0% | 1 | 100% |
| Noodles | 98 | 4,616 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Not Elsewhere Classified | 123,317 | 237 | 1,549 | 100 | 605 | 39% | 878 | 57% | 66 | 4% |
| Not Elsewhere Classified After Investigation | 3,201 | 2,258 | 4 | 2,778 | 3 | 75% | 0 | 0% | 1 | 25% |
| Not Substantiated Wealth Building Training | 25,496 | 797 | 34 | 1,362 | 30 | 88% | 4 | 12% | 0 | 0% |
| Notary Public | 16,008 | 1,076 | 23 | 1,601 | 16 | 70% | 7 | 30% | 0 | 0% |
| Notary Public Seals | 12,388 | 1,261 | 29 | 1,456 | 11 | 38% | 18 | 62% | 0 | 0% |
| Notions | 56 | 4,802 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Novelties | 19,008 | 964 | 95 | 805 | 56 | 59% | 35 | 37% | 4 | 4% |
| Novelty Balloons | 3,491 | 2,193 | 15 | 1,888 | 1 | 7% | 14 | 93% | 0 | 0% |
| Novelty Telegrams | 380 | 3,890 | 2 | 3,199 | 0 | 0% | 1 | 50% | 1 | 50% |
| Nozzle | 102 | 4,601 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Nuclear Energy Consultants | 228 | 4,193 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Nuclear Reactor Manufacturers | 12 | 5,217 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Nudist Camp | 273 | 4,084 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Nudist Community | 110 | 4,560 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Numismatics | 1,745 | 2,735 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Nurse Practitioner | 1,899 | 2,671 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Nursery Stock | 9,705 | 1,407 | 70 | 958 | 20 | 29% | 49 | 70% | 1 | 1% |
| Nursery Supplies | 862 | 3,317 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Nursing | 5,699 | 1,810 | 7 | 2,415 | 3 | 43% | 4 | 57% | 0 | 0% |
| Nursing Home | 66,735 | 392 | 122 | 692 | 63 | 52% | 59 | 48% | 0 | 0% |
| Nursing Home Information | 2,254 | 2,527 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Nursing Home Neglect Lawyers | 125 | 4,497 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Nursing Registry | 2,811 | 2,365 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Nursing School | 21,454 | 891 | 44 | 1,202 | 34 | 77% | 9 | 20% | 1 | 2% |
| Nut Cracking Machine | 106 | 4,588 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Nutrition | 16,648 | 1,056 | 84 | 876 | 51 | 61% | 33 | 39% | 0 | 0% |
| Nutritionist | 11,188 | 1,310 | 8 | 2,322 | 7 | 88% | 0 | 0% | 1 | 13% |
| Nuts | 5,036 | 1,906 | 16 | 1,851 | 10 | 63% | 6 | 38% | 0 | 0% |
| Nuts and Bolts | 2,600 | 2,422 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Nylon Fabric | 39 | 4,941 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| O-Ring | 322 | 3,979 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| OBGYN | 12,537 | 1,257 | 108 | 747 | 75 | 69% | 32 | 30% | 1 | 1% |
| Obituary Notification Service | 421 | 3,840 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Observatory | 238 | 4,166 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Occupational Health Nurse | 4,497 | 1,992 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Occupational Therapy | 4,525 | 1,988 | 11 | 2,095 | 6 | 55% | 3 | 27% | 2 | 18% |
| Oceanographer | 9 | 5,248 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Oceanographic Equipment | 90 | 4,645 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Odor Neutralizer | 2,419 | 2,479 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Office Buildings | 3,301 | 2,231 | 14 | 1,924 | 11 | 79% | 2 | 14% | 1 | 7% |
| Office Documents | 26 | 5,053 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Office Equipment | 6,410 | 1,716 | 37 | 1,301 | 19 | 51% | 18 | 49% | 0 | 0% |
| Office Equipment Manufacturers | 3 | 5,363 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Office Ergonomics | 2,934 | 2,318 | 25 | 1,552 | 20 | 80% | 4 | 16% | 1 | 4% |
| Office Furniture | 53,713 | 470 | 93 | 815 | 48 | 52% | 40 | 43% | 5 | 5% |
| Office Furniture Installation | 13,220 | 1,218 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Office Furniture Manufacturers | 1,863 | 2,684 | 7 | 2,415 | 7 | 100% | 0 | 0% | 0 | 0% |
| Office Furniture Rental | 9,344 | 1,430 | 10 | 2,159 | 9 | 90% | 1 | 10% | 0 | 0% |
| Office Furniture Repair | 1,946 | 2,642 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--------------------------------|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Office Layout | 649 | 3,524 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Office Movers | 4,565 | 1,983 | 17 | 1,801 | 12 | 71% | 4 | 24% | 1 | 6% |
| Office Services | 151 | 4,413 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Office Space Rental | 9,072 | 1,451 | 24 | 1,578 | 11 | 46% | 13 | 54% | 0 | 0% |
| Office Supplies | 86,589 | 315 | 711 | 191 | 639 | 90% | 69 | 10% | 3 | 0% |
| Office Supplies Sales by Phone | 7,252 | 1,610 | 52 | 1,116 | 43 | 83% | 9 | 17% | 0 | 0% |
| Offset Printing Repair | 15 | 5,175 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Oil | 15 | 5,175 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Oil Additive Manufacturer | 1,032 | 3,161 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Oil and Gas Exploration | 32,272 | 683 | 36 | 1,325 | 15 | 42% | 19 | 53% | 2 | 6% |
| Oil Burners | 4,714 | 1,953 | 5 | 2,648 | 4 | 80% | 1 | 20% | 0 | 0% |
| Oil Change | 260 | 4,117 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Oil Crude Purchasing | 1,341 | 2,960 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Oil Handling Equipment | 614 | 3,568 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Oil Hole Covers | 9 | 5,248 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Oil Leases | 5,754 | 1,795 | 8 | 2,322 | 2 | 25% | 6 | 75% | 0 | 0% |
| Oil Marketing | 1,284 | 2,989 | 6 | 2,526 | 6 | 100% | 0 | 0% | 0 | 0% |
| Oil Mill Machinery | 74 | 4,711 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Oil Operators | 890 | 3,287 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Oil Portraits | 2,038 | 2,606 | 8 | 2,322 | 6 | 75% | 1 | 13% | 1 | 13% |
| Oil Producers | 3,997 | 2,091 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Oil Properties | 875 | 3,294 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Oil Property Management | 1,912 | 2,660 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Oil Refinery | 1,191 | 3,055 | 10 | 2,159 | 9 | 90% | 1 | 10% | 0 | 0% |
| Oil Refinery Equipment | 323 | 3,976 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Oil Report | 70 | 4,725 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Oil Royalties | 4,209 | 2,056 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Oil Seed | 36 | 4,978 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Oil Tank Installation | 550 | 3,643 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Oil Tank Removal | 5,161 | 1,880 | 6 | 2,526 | 2 | 33% | 3 | 50% | 1 | 17% |
| Oil Well Cementing | 217 | 4,224 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Oil Well Drilling | 2,229 | 2,535 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Oil Well Drilling Mud | 124 | 4,502 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Oil Well Equipment Rentals | 352 | 3,938 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Oil Well Fishing Tools | 204 | 4,265 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Oil Well Logging | 199 | 4,279 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Oil Well Services | 2,875 | 2,345 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Oil Well Supplies | 980 | 3,203 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Oil Well Surveyors | 80 | 4,682 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Oilcloth | 7 | 5,279 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Oilfield | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Oilfield Consultant | 2,135 | 2,570 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Oilfield Equipment | 4,266 | 2,039 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Oilfield Equipment and Sales | 7,616 | 1,575 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Oilfield Hauling | 3,230 | 2,251 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Oilfield Service | 19,765 | 940 | 1 | 3,539 | 0 | 0% | 0 | 0% | 1 | 100% |
| Oilfield Supplies | 1,344 | 2,958 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Olive | 110 | 4,560 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Olive Oil | 1,716 | 2,751 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| On Hold Music | 3,579 | 2,176 | 27 | 1,507 | 19 | 70% | 8 | 30% | 0 | 0% |
| Oncology | 1,996 | 2,622 | 9 | 2,239 | 8 | 89% | 1 | 11% | 0 | 0% |
| Online Animal Prescriptions | 6,706 | 1,681 | 6 | 2,526 | 1 | 17% | 4 | 67% | 1 | 17% |
| Online Auctions | 120,759 | 242 | 554 | 231 | 531 | 96% | 21 | 4% | 2 | 0% |
| Online Car Dealers | 39,192 | 605 | 186 | 517 | 137 | 74% | 47 | 25% | 2 | 1% |
| Online Casino | 841 | 3,334 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|---|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Online Consignment | 11,216 | 1,307 | 48 | 1,154 | 42 | 88% | 6 | 13% | 0 | 0% |
| Online Cosmetic Sales | 3,127 | 2,277 | 117 | 712 | 83 | 71% | 27 | 23% | 7 | 6% |
| Online Dance Classes | 24 | 5,070 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Online Dating Services | 21,461 | 890 | 472 | 264 | 412 | 87% | 56 | 12% | 4 | 1% |
| Online Education | 159,379 | 187 | 408 | 295 | 338 | 83% | 61 | 15% | 9 | 2% |
| Online Event Registration | 9,962 | 1,392 | 180 | 528 | 154 | 86% | 24 | 13% | 2 | 1% |
| Online Gaming | 72,297 | 367 | 1,391 | 112 | 1,026 | 74% | 360 | 26% | 5 | 0% |
| Online Investigative Journalism | 478 | 3,747 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Online Payment | 20,613 | 912 | 182 | 526 | 175 | 96% | 7 | 4% | 0 | 0% |
| Online Pharmacy | 67,280 | 388 | 122 | 692 | 84 | 69% | 38 | 31% | 0 | 0% |
| Online Photography Sales | 1,481 | 2,867 | 19 | 1,732 | 10 | 53% | 9 | 47% | 0 | 0% |
| Online Publications | 14,921 | 1,120 | 92 | 821 | 65 | 71% | 18 | 20% | 9 | 10% |
| Online Retailer | 1,845,327 | 10 | 17,427 | 5 | 10,410 | 60% | 6,543 | 38% | 474 | 3% |
| Online Shipping Broker | 17,290 | 1,026 | 71 | 952 | 35 | 49% | 27 | 38% | 9 | 13% |
| Online Shopping | 1,119,530 | 23 | 9,070 | 12 | 6,840 | 75% | 1,920 | 21% | 310 | 3% |
| Online Trading School | 10,181 | 1,378 | 20 | 1,692 | 12 | 60% | 7 | 35% | 1 | 5% |
| Online Travel Agency | 176,308 | 172 | 1,827 | 81 | 1,653 | 90% | 162 | 9% | 12 | 1% |
| Opera Company | 224 | 4,206 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Ophthalmology | 29,116 | 741 | 127 | 679 | 102 | 80% | 25 | 20% | 0 | 0% |
| Optical Equipment | 26,918 | 774 | 169 | 555 | 154 | 91% | 15 | 9% | 0 | 0% |
| Optical Imaging | 2,237 | 2,529 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Optical Repairs | 13,689 | 1,189 | 84 | 876 | 61 | 73% | 22 | 26% | 1 | 1% |
| Optician | 41,373 | 581 | 506 | 252 | 453 | 90% | 51 | 10% | 2 | 0% |
| Optometric Information Bureaus | 85 | 4,663 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Optometrist | 59,711 | 433 | 514 | 246 | 395 | 77% | 113 | 22% | 6 | 1% |
| Optometry | 92 | 4,636 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Orchard | 922 | 3,248 | 6 | 2,526 | 5 | 83% | 1 | 17% | 0 | 0% |
| Orchard Supplies | 48 | 4,861 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Orchestra | 816 | 3,358 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Orchid Growers | 249 | 4,139 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Ore | 18 | 5,139 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Organ and Tissue Donation | 3,271 | 2,239 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Organ Repair | 866 | 3,309 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Organic Farms | 1,480 | 2,869 | 5 | 2,648 | 4 | 80% | 1 | 20% | 0 | 0% |
| Organic Fertilizer | 1,395 | 2,921 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Organic Food | 5,084 | 1,893 | 13 | 1,983 | 8 | 62% | 5 | 38% | 0 | 0% |
| Organic Products | 5,228 | 1,868 | 23 | 1,601 | 14 | 61% | 9 | 39% | 0 | 0% |
| Organization | 30 | 5,019 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Organizing Services | 8,385 | 1,509 | 14 | 1,924 | 12 | 86% | 1 | 7% | 1 | 7% |
| Organs | 1,315 | 2,973 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Oriental Carpet Dealers | 5,643 | 1,821 | 44 | 1,202 | 37 | 84% | 7 | 16% | 0 | 0% |
| Oriental Goods | 858 | 3,321 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Oriental Goods Wholesale | 897 | 3,278 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Ornamental Glass | 40 | 4,930 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Ornamental Iron Contractor | 1,912 | 2,660 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Ornamental Metal Work | 12,421 | 1,259 | 22 | 1,641 | 13 | 59% | 9 | 41% | 0 | 0% |
| Orthodontist | 32,222 | 686 | 153 | 599 | 104 | 68% | 39 | 25% | 10 | 7% |
| Orthopedic Appliances | 7,602 | 1,576 | 19 | 1,732 | 14 | 74% | 4 | 21% | 1 | 5% |
| Orthopedic Chairs | 3,423 | 2,210 | 13 | 1,983 | 9 | 69% | 4 | 31% | 0 | 0% |
| Orthopedic Shoes | 25,732 | 790 | 52 | 1,116 | 46 | 88% | 6 | 12% | 0 | 0% |
| Orthopedic Surgeon | 34,544 | 654 | 160 | 579 | 137 | 86% | 22 | 14% | 1 | 1% |
| Osteopath | 8,744 | 1,480 | 14 | 1,924 | 7 | 50% | 7 | 50% | 0 | 0% |
| OTR Truck Driver Tax Return Preparation | 392 | 3,869 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Outboard Motor Repair | 2,933 | 2,319 | 7 | 2,415 | 5 | 71% | 2 | 29% | 0 | 0% |
| Outboard Motors | 2,666 | 2,407 | 6 | 2,526 | 5 | 83% | 1 | 17% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|----------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Outdoor Advertising | 7,232 | 1,612 | 11 | 2,095 | 10 | 91% | 1 | 9% | 0 | 0% |
| Outdoor Furniture | 22,023 | 874 | 106 | 756 | 89 | 84% | 17 | 16% | 0 | 0% |
| Outdoor Kitchens | 10,281 | 1,371 | 34 | 1,362 | 17 | 50% | 13 | 38% | 4 | 12% |
| Outfitters | 1,720 | 2,748 | 22 | 1,641 | 11 | 50% | 9 | 41% | 2 | 9% |
| Outlet Stores | 6,847 | 1,659 | 68 | 974 | 40 | 59% | 28 | 41% | 0 | 0% |
| Outpatient Surgery Center | 1,863 | 2,684 | 14 | 1,924 | 11 | 79% | 3 | 21% | 0 | 0% |
| Outplacement Consultant | 1,519 | 2,845 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Oven Manufacturers | 387 | 3,878 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Oven Parts | 21 | 5,107 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Oven Repair | 276 | 4,078 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Overstock Merchandise | 13,050 | 1,225 | 43 | 1,219 | 18 | 42% | 22 | 51% | 3 | 7% |
| Oxygen | 9,966 | 1,390 | 31 | 1,413 | 16 | 52% | 15 | 48% | 0 | 0% |
| Oxygen Producing Equipment | 2,189 | 2,546 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Oxygen Therapy | 3,367 | 2,224 | 15 | 1,888 | 11 | 73% | 4 | 27% | 0 | 0% |
| Ozone Machine | 1,730 | 2,746 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Packaging Design and Development | 2,676 | 2,403 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Packaging Machinery | 2,475 | 2,466 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Packaging Service | 13,799 | 1,185 | 98 | 787 | 33 | 34% | 62 | 63% | 3 | 3% |
| Packaging Supplies | 12,665 | 1,245 | 22 | 1,641 | 10 | 45% | 12 | 55% | 0 | 0% |
| Packing Service | 10,640 | 1,345 | 46 | 1,178 | 27 | 59% | 18 | 39% | 1 | 2% |
| Paging Equipment | 2,927 | 2,323 | 7 | 2,415 | 2 | 29% | 5 | 71% | 0 | 0% |
| Paging Service | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pain Management | 17,158 | 1,030 | 81 | 892 | 40 | 49% | 30 | 37% | 11 | 14% |
| Pain Management Clinics | 10,045 | 1,387 | 28 | 1,476 | 18 | 64% | 10 | 36% | 0 | 0% |
| Paint | 15,612 | 1,089 | 42 | 1,232 | 19 | 45% | 21 | 50% | 2 | 5% |
| Paint Manufacturing Equipment | 526 | 3,680 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Paint Manufacturing Materials | 734 | 3,427 | 7 | 2,415 | 7 | 100% | 0 | 0% | 0 | 0% |
| Paint Removal | 1,937 | 2,647 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Paint Remover Manufacturers | 109 | 4,575 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Paintball Games | 3,371 | 2,223 | 15 | 1,888 | 8 | 53% | 6 | 40% | 1 | 7% |
| Painting Contractors | 1,355,798 | 18 | 1,346 | 115 | 682 | 51% | 617 | 46% | 47 | 3% |
| Painting Supplies | 2,845 | 2,354 | 6 | 2,526 | 2 | 33% | 4 | 67% | 0 | 0% |
| Pallets | 7,035 | 1,640 | 5 | 2,648 | 4 | 80% | 1 | 20% | 0 | 0% |
| Paneling | 1,050 | 3,143 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pants | 6 | 5,290 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Paper Bags | 604 | 3,583 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Paper Boxes | 629 | 3,550 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Paper Brokers | 117 | 4,526 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Paper Converters | 314 | 3,999 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Paper Cutting Machine | 39 | 4,941 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Paper Distributors | 2,579 | 2,430 | 5 | 2,648 | 2 | 40% | 3 | 60% | 0 | 0% |
| Paper Hanger | 718 | 3,439 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Paper Labels | 2,985 | 2,308 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Paper Manufacturers | 2,175 | 2,551 | 3 | 2,967 | 1 | 33% | 1 | 33% | 1 | 33% |
| Paper Mill Machinery | 44 | 4,896 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Paper Mill Supplies | 15 | 5,175 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Paper Perfuming | 15 | 5,175 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Paper Products | 8,861 | 1,472 | 35 | 1,334 | 27 | 77% | 7 | 20% | 1 | 3% |
| Paper Shredder | 360 | 3,923 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Paper Towels | 48 | 4,861 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Paper Tubes | 160 | 4,390 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Paper Waste | 60 | 4,776 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Parachute Jumping | 875 | 3,294 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Parachutes | 672 | 3,503 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Parade Floats | 34 | 4,995 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Paralegal | 28,084 | 753 | 97 | 792 | 39 | 40% | 45 | 46% | 13 | 13% |
| Paramedic | 111 | 4,553 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Parapsychologist | 210 | 4,241 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Parasail Equipment | 242 | 4,156 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Parasailing | 8 | 5,260 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Parcel Post Assembly Service | 828 | 3,345 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Pardon Services | 13,171 | 1,220 | 42 | 1,232 | 25 | 60% | 4 | 10% | 13 | 31% |
| Parent Education | 1,510 | 2,849 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Parenting Classes | 3,347 | 2,226 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Park | 1,445 | 2,890 | 12 | 2,038 | 9 | 75% | 3 | 25% | 0 | 0% |
| Parking | 194 | 4,297 | 10 | 2,159 | 7 | 70% | 3 | 30% | 0 | 0% |
| Parking Attendant | 8,574 | 1,492 | 128 | 673 | 68 | 53% | 58 | 45% | 2 | 2% |
| Parking Facilities | 54,698 | 460 | 1,085 | 137 | 774 | 71% | 298 | 27% | 13 | 1% |
| Parking Garage Construction | 2,266 | 2,523 | 18 | 1,764 | 7 | 39% | 11 | 61% | 0 | 0% |
| Parking Garage Equipment | 721 | 3,438 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Parking Lot Maintenance | 12,968 | 1,228 | 25 | 1,552 | 12 | 48% | 11 | 44% | 2 | 8% |
| Parking Meters | 50 | 4,847 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Partition | 1,538 | 2,838 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Party Decoration Contractors | 3,191 | 2,261 | 26 | 1,524 | 3 | 12% | 22 | 85% | 1 | 4% |
| Party Facilities | 4,214 | 2,052 | 45 | 1,189 | 17 | 38% | 24 | 53% | 4 | 9% |
| Party Planning | 14,039 | 1,170 | 68 | 974 | 22 | 32% | 42 | 62% | 4 | 6% |
| Party Supplies | 42,911 | 564 | 214 | 462 | 121 | 57% | 88 | 41% | 5 | 2% |
| Party Supply Rentals | 17,477 | 1,021 | 66 | 992 | 31 | 47% | 33 | 50% | 2 | 3% |
| Passive Home Building | 58 | 4,791 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Passports and Visas | 68,568 | 384 | 213 | 466 | 89 | 42% | 121 | 57% | 3 | 1% |
| Patent Agent | 14,992 | 1,117 | 20 | 1,692 | 12 | 60% | 8 | 40% | 0 | 0% |
| Patent Attorney | 5,552 | 1,832 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Patent Medicine | 868 | 3,308 | 13 | 1,983 | 7 | 54% | 6 | 46% | 0 | 0% |
| Patent Search | 2,909 | 2,328 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Paternity Test | 560 | 3,633 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Patio Contractor | 5,570 | 1,828 | 22 | 1,641 | 10 | 45% | 11 | 50% | 1 | 5% |
| Patio Covers | 7,554 | 1,583 | 9 | 2,239 | 8 | 89% | 1 | 11% | 0 | 0% |
| Patio Design | 1,092 | 3,117 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Patio Doors | 1,114 | 3,101 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Patio Enclosures | 75,781 | 357 | 130 | 663 | 90 | 69% | 35 | 27% | 5 | 4% |
| Patio Furniture | 9,375 | 1,426 | 40 | 1,257 | 35 | 88% | 5 | 13% | 0 | 0% |
| Patios and Decks | 81,067 | 333 | 136 | 653 | 66 | 49% | 68 | 50% | 2 | 1% |
| Pattern Maker | 501 | 3,711 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Pattern Makers Supplies | 6 | 5,290 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Patty Machine | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pavement Equipment | 228 | 4,193 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pavement Marking | 4,188 | 2,060 | 12 | 2,038 | 5 | 42% | 7 | 58% | 0 | 0% |
| Paving Contractors | 579,152 | 42 | 964 | 149 | 520 | 54% | 393 | 41% | 51 | 5% |
| Paving Equipment | 779 | 3,389 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Paving Materials | 3,989 | 2,092 | 8 | 2,322 | 6 | 75% | 2 | 25% | 0 | 0% |
| Paving Stones | 4,519 | 1,990 | 7 | 2,415 | 2 | 29% | 5 | 71% | 0 | 0% |
| Paving, Painting, Home Improvement - Itinerant Workers | 7,271 | 1,605 | 23 | 1,601 | 4 | 17% | 15 | 65% | 4 | 17% |
| Pawnbroker | 42,232 | 573 | 238 | 427 | 159 | 67% | 76 | 32% | 3 | 1% |
| Pay Phones | 142 | 4,449 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Payday Loans | 402,847 | 65 | 928 | 153 | 666 | 72% | 153 | 16% | 109 | 12% |
| Payment | 5 | 5,311 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Payment Processing Services | 212,233 | 131 | 3,689 | 41 | 3,623 | 98% | 63 | 2% | 3 | 0% |
| Payroll Services | 60,271 | 425 | 266 | 392 | 249 | 94% | 16 | 6% | 1 | 0% |
| Peanut Products | 246 | 4,149 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Pearl | 2,228 | 2,536 | 10 | 2,159 | 2 | 20% | 8 | 80% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|------------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Pediatric Rehabilitation | 991 | 3,187 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Pediatrician | 13,254 | 1,215 | 113 | 726 | 91 | 81% | 21 | 19% | 1 | 1% |
| Pen Manufacturers | 29 | 5,024 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Pen Pals | 1,234 | 3,021 | 57 | 1,070 | 26 | 46% | 29 | 51% | 2 | 4% |
| Pennants | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Penny Auctions | 11,315 | 1,302 | 39 | 1,271 | 35 | 90% | 4 | 10% | 0 | 0% |
| Pens and Pencils | 1,265 | 2,999 | 12 | 2,038 | 7 | 58% | 4 | 33% | 1 | 8% |
| Pension and Profit Sharing Plans | 9,001 | 1,458 | 29 | 1,456 | 27 | 93% | 2 | 7% | 0 | 0% |
| Perforated Materials | 77 | 4,695 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Perforating Machine | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Perfume | 115,883 | 252 | 520 | 243 | 366 | 70% | 149 | 29% | 5 | 1% |
| Perfume Raw Materials | 40 | 4,930 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Periodontist | 5,081 | 1,895 | 21 | 1,665 | 18 | 86% | 3 | 14% | 0 | 0% |
| Perlite | 203 | 4,268 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Permanent Makeup | 7,818 | 1,556 | 29 | 1,456 | 17 | 59% | 12 | 41% | 0 | 0% |
| Personal Chef | 2,126 | 2,576 | 6 | 2,526 | 3 | 50% | 2 | 33% | 1 | 17% |
| Personal Emergency Response System | 1,704 | 2,759 | 7 | 2,415 | 3 | 43% | 4 | 57% | 0 | 0% |
| Personal Injury Lawyer | 72,073 | 369 | 37 | 1,301 | 32 | 86% | 5 | 14% | 0 | 0% |
| Personal Organizer | 572 | 3,620 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Personal Security Guard | 6,840 | 1,663 | 7 | 2,415 | 2 | 29% | 5 | 71% | 0 | 0% |
| Personal Service Bureaus | 114 | 4,539 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Personal Services | 27,347 | 763 | 88 | 848 | 29 | 33% | 24 | 27% | 35 | 40% |
| Personal Shopper | 10,855 | 1,333 | 79 | 905 | 19 | 24% | 50 | 63% | 10 | 13% |
| Personal Trainer | 21,287 | 897 | 156 | 588 | 125 | 80% | 28 | 18% | 3 | 2% |
| Personalization | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Personnel Consultants | 7,408 | 1,596 | 13 | 1,983 | 10 | 77% | 3 | 23% | 0 | 0% |
| Pest Control | 1,039,822 | 25 | 3,372 | 47 | 2,897 | 86% | 445 | 13% | 30 | 1% |
| Pest Control Supplies | 10,613 | 1,346 | 15 | 1,888 | 9 | 60% | 6 | 40% | 0 | 0% |
| Pet Boarding | 99,566 | 285 | 143 | 625 | 103 | 72% | 38 | 27% | 2 | 1% |
| Pet Cemetery | 9,307 | 1,432 | 11 | 2,095 | 8 | 73% | 3 | 27% | 0 | 0% |
| Pet Containment System | 6,904 | 1,648 | 20 | 1,692 | 17 | 85% | 0 | 0% | 3 | 15% |
| Pet Day Care | 8,246 | 1,525 | 16 | 1,851 | 8 | 50% | 8 | 50% | 0 | 0% |
| Pet Exercise | 5,134 | 1,884 | 6 | 2,526 | 2 | 33% | 4 | 67% | 0 | 0% |
| Pet Grooming | 81,427 | 332 | 211 | 469 | 127 | 60% | 81 | 38% | 3 | 1% |
| Pet Insurance | 19,107 | 960 | 84 | 876 | 84 | 100% | 0 | 0% | 0 | 0% |
| Pet Jewelry | 742 | 3,422 | 10 | 2,159 | 4 | 40% | 6 | 60% | 0 | 0% |
| Pet Kennels | 4,662 | 1,960 | 14 | 1,924 | 8 | 57% | 4 | 29% | 2 | 14% |
| Pet Photographer | 411 | 3,846 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Pet Services | 61,440 | 421 | 107 | 750 | 60 | 56% | 43 | 40% | 4 | 4% |
| Pet Shop | 107,930 | 261 | 431 | 280 | 313 | 73% | 115 | 27% | 3 | 1% |
| Pet Sitting | 38,248 | 614 | 42 | 1,232 | 29 | 69% | 13 | 31% | 0 | 0% |
| Pet Supplies | 105,252 | 267 | 602 | 219 | 469 | 78% | 124 | 21% | 9 | 1% |
| Pet Training | 22,561 | 857 | 37 | 1,301 | 22 | 59% | 15 | 41% | 0 | 0% |
| Pet Transport | 12,169 | 1,266 | 72 | 948 | 8 | 11% | 51 | 71% | 13 | 18% |
| Pet Waste Removal | 3,039 | 2,296 | 13 | 1,983 | 6 | 46% | 6 | 46% | 1 | 8% |
| Petroleum | 6,540 | 1,702 | 10 | 2,159 | 6 | 60% | 4 | 40% | 0 | 0% |
| Petroleum Oil | 4,094 | 2,072 | 10 | 2,159 | 7 | 70% | 3 | 30% | 0 | 0% |
| Petroleum Products | 6,981 | 1,644 | 22 | 1,641 | 11 | 50% | 11 | 50% | 0 | 0% |
| Pets | 145 | 4,437 | 3 | 2,967 | 2 | 67% | 0 | 0% | 1 | 33% |
| Pewter | 89 | 4,650 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pewterware | 23 | 5,085 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pharmaceutical Consultant | 2,005 | 2,619 | 5 | 2,648 | 2 | 40% | 3 | 60% | 0 | 0% |
| Pharmaceutical Equipment | 226 | 4,202 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Pharmaceutical Manufacturing | 19,886 | 937 | 145 | 619 | 92 | 63% | 51 | 35% | 2 | 1% |
| Pharmaceutical Research | 7,090 | 1,633 | 10 | 2,159 | 9 | 90% | 1 | 10% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|---|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Pharmaceutical Scientist | 171 | 4,357 | 1 | 3,539 | 0 | 0% | 0 | 0% | 1 | 100% |
| Pharmacy | 117,291 | 249 | 752 | 183 | 686 | 91% | 56 | 7% | 10 | 1% |
| Phlebotomy Certification | 1,322 | 2,968 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Phlebotomy Training | 4,072 | 2,076 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Phone Book Cover Advertising | 102 | 4,601 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Photo Booth Rental | 5,207 | 1,872 | 78 | 913 | 27 | 35% | 50 | 64% | 1 | 1% |
| Photo Copying | 254 | 4,130 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Photo Developing | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Photo Engraving | 80 | 4,682 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Photo Finishing Wholesale | 519 | 3,690 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Photo Imaging | 8,212 | 1,527 | 70 | 958 | 50 | 71% | 19 | 27% | 1 | 1% |
| Photo Printing | 2,762 | 2,383 | 18 | 1,764 | 14 | 78% | 4 | 22% | 0 | 0% |
| Photo Retouching | 889 | 3,288 | 7 | 2,415 | 7 | 100% | 0 | 0% | 0 | 0% |
| Photoelectric Cell | 62 | 4,766 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Photogrammetric Equipment | 195 | 4,293 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Photographer | 61,101 | 422 | 597 | 220 | 208 | 35% | 349 | 58% | 40 | 7% |
| Photographic Equipment Repair | 3,469 | 2,199 | 8 | 2,322 | 5 | 63% | 3 | 38% | 0 | 0% |
| Photographic Mounts | 815 | 3,359 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Photographic Research | 791 | 3,380 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Photography Equipment | 132,142 | 221 | 516 | 245 | 420 | 81% | 83 | 16% | 13 | 3% |
| Photography for Sale | 11,482 | 1,293 | 75 | 925 | 29 | 39% | 37 | 49% | 9 | 12% |
| Photography Sales | 514 | 3,697 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Photography Sales by Mail | 463 | 3,769 | 5 | 2,648 | 0 | 0% | 4 | 80% | 1 | 20% |
| Photography Schools | 1,554 | 2,832 | 7 | 2,415 | 6 | 86% | 1 | 14% | 0 | 0% |
| Photoluminescent Signs | 127 | 4,490 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Physical Therapist | 43,061 | 559 | 139 | 642 | 105 | 76% | 34 | 24% | 0 | 0% |
| Physical Therapy Supplies | 1,499 | 2,859 | 18 | 1,764 | 1 | 6% | 17 | 94% | 0 | 0% |
| Physicians and Surgeons Information Bureaus | 985 | 3,196 | 6 | 2,526 | 4 | 67% | 1 | 17% | 1 | 17% |
| Physicians Assistant | 480 | 3,741 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Physicist | 225 | 4,204 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Piano | 8,946 | 1,463 | 20 | 1,692 | 11 | 55% | 6 | 30% | 3 | 15% |
| Piano Movers | 8,518 | 1,497 | 11 | 2,095 | 3 | 27% | 8 | 73% | 0 | 0% |
| Piano Parts | 60 | 4,776 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Piano Refinishing | 46 | 4,877 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Piano Repair | 9 | 5,248 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Piano Restoration | 726 | 3,434 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Piano Tuners | 7,585 | 1,578 | 7 | 2,415 | 3 | 43% | 4 | 57% | 0 | 0% |
| Pickles | 289 | 4,046 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Picnic Grounds | 17 | 5,155 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Picnic Supplies | 70 | 4,725 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Picture Frame Dealers | 6,396 | 1,718 | 44 | 1,202 | 31 | 70% | 12 | 27% | 1 | 2% |
| Picture Frame Repair | 370 | 3,904 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Picture Framing | 1,606 | 2,806 | 6 | 2,526 | 2 | 33% | 4 | 67% | 0 | 0% |
| Picture Framing Supplies | 2,809 | 2,367 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Picture Hanger Manufacturers | 17 | 5,155 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Picture Hanging | 289 | 4,046 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Picture Restoration | 429 | 3,830 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pictures | 1,452 | 2,887 | 37 | 1,301 | 1 | 3% | 36 | 97% | 0 | 0% |
| Pie | 449 | 3,792 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Piercing | 3,015 | 2,301 | 7 | 2,415 | 3 | 43% | 4 | 57% | 0 | 0% |
| Pilates | 2,428 | 2,476 | 20 | 1,692 | 13 | 65% | 6 | 30% | 1 | 5% |
| Pile Driving | 873 | 3,297 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Pile Driving Equipment | 77 | 4,695 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Piling | 1,007 | 3,179 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pillow Renovation | 16 | 5,165 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|---------------------------------------|--------------------|-------------------|----------------|--------------------|----------------|------------|--------------------|------------|-------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Pillows | 181,678 | 161 | 120 | 701 | 111 | 93% | 8 | 7% | 1 | 1% |
| Pilot Car Services | 649 | 3,524 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pin Cotter | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Piñata | 48 | 4,861 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Pinball Machines | 1,867 | 2,682 | 5 | 2,648 | 4 | 80% | 0 | 0% | 1 | 20% |
| Pine Straw | 780 | 3,388 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Pipe | 3,658 | 2,163 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Pipe and Boiler Covering Contractors | 620 | 3,560 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pipe and Boiler Covering Materials | 16 | 5,165 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pipe Bending | 862 | 3,317 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pipe Cutting and Threading | 145 | 4,437 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pipe Cutting Tools | 53 | 4,822 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pipe Fitter | 1,702 | 2,761 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pipe Fittings | 1,197 | 3,050 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Pipe Hangers | 54 | 4,816 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pipe Inspection | 1,217 | 3,031 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Pipe Joint Compound | 19 | 5,123 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pipe Line Companies | 1,576 | 2,819 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Pipe Line Contractors | 12,882 | 1,231 | 16 | 1,851 | 14 | 88% | 2 | 13% | 0 | 0% |
| Pipe Line Equipment | 681 | 3,490 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pipe Lining | 4,214 | 2,052 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Pipe Locating Equipment | 91 | 4,641 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pipe Reconditioning | 88 | 4,653 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Pipe Sealing | 263 | 4,112 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pipe Thawing | 115 | 4,536 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pipe Thread Protector | 31 | 5,010 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pipes and Smokers Articles | 4,854 | 1,931 | 66 | 992 | 23 | 35% | 43 | 65% | 0 | 0% |
| Piping Contractors | 4,315 | 2,025 | 6 | 2,526 | 2 | 33% | 4 | 67% | 0 | 0% |
| Pistons | 190 | 4,315 | 1 | 3,539 | 0 | 0% | 0 | 0% | 1 | 100% |
| Pitching Machine | 158 | 4,395 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Pivot | 86 | 4,660 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pizza | 35,606 | 640 | 634 | 213 | 266 | 42% | 357 | 56% | 11 | 2% |
| Places to Visit | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Planetarium | 149 | 4,424 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Planning Consultants | 16,860 | 1,044 | 13 | 1,983 | 2 | 15% | 10 | 77% | 1 | 8% |
| Plant Maintenance Shutdown Contractor | 120 | 4,516 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Plant Nursery | 64,274 | 410 | 450 | 272 | 202 | 45% | 242 | 54% | 6 | 1% |
| Plant Store | 8,779 | 1,476 | 61 | 1,034 | 45 | 74% | 15 | 25% | 1 | 2% |
| Plaques | 2,310 | 2,511 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Plasma Donation | 3,342 | 2,228 | 23 | 1,601 | 14 | 61% | 9 | 39% | 0 | 0% |
| Plaster | 1,945 | 2,643 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Plaster Craft Supplies | 143 | 4,445 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Plaster Products Ornamental | 78 | 4,692 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Plasterboard | 378 | 3,893 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Plasterers Equipment & Supplies | 8 | 5,260 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Plastering Contractors | 34,407 | 657 | 30 | 1,431 | 21 | 70% | 8 | 27% | 1 | 3% |
| Plastic Bags | 1,951 | 2,641 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Plastic Boxes | 311 | 4,005 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Plastic Cups | 3,592 | 2,173 | 92 | 821 | 51 | 55% | 41 | 45% | 0 | 0% |
| Plastic Extruder | 824 | 3,350 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Plastic Fabrication | 3,232 | 2,250 | 5 | 2,648 | 2 | 40% | 3 | 60% | 0 | 0% |
| Plastic Foam | 1,194 | 3,052 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Plastic Forming | 548 | 3,649 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Plastic Labels | 789 | 3,383 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Plastic Laminates | 253 | 4,132 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--------------------------------|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Plastic Lamination | 1,197 | 3,050 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Plastic Molders | 7,712 | 1,566 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Plastic Scrap | 350 | 3,940 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Plastic Sheets | 1,510 | 2,849 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Plastic Supply | 152 | 4,412 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Plastic Surgery | 96,085 | 293 | 290 | 374 | 197 | 68% | 69 | 24% | 24 | 8% |
| Plastic Tanks | 1,396 | 2,918 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Plastics | 43 | 4,910 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Plastics Machinery | 401 | 3,860 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Plastics Research | 813 | 3,360 | 5 | 2,648 | 5 | 100% | 0 | 0% | 0 | 0% |
| Plate Glass | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Plating | 6,637 | 1,690 | 8 | 2,322 | 3 | 38% | 5 | 63% | 0 | 0% |
| Plating Equipment | 343 | 3,952 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Playground | 1,525 | 2,843 | 11 | 2,095 | 5 | 45% | 5 | 45% | 1 | 9% |
| Playground Equipment | 13,434 | 1,200 | 58 | 1,058 | 31 | 53% | 26 | 45% | 1 | 2% |
| Playing Cards | 794 | 3,378 | 10 | 2,159 | 7 | 70% | 3 | 30% | 0 | 0% |
| Pleating Machine | 162 | 4,383 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Plumber | 2,480,371 | 5 | 3,595 | 43 | 2,685 | 75% | 850 | 24% | 60 | 2% |
| Plumbing Fixtures | 43,375 | 557 | 120 | 701 | 97 | 81% | 23 | 19% | 0 | 0% |
| Plumbing Plan | 1,934 | 2,648 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Plumbing Renovation | 31,363 | 697 | 107 | 750 | 52 | 49% | 53 | 50% | 2 | 2% |
| Plumbing Supplies | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Plywood | 1,288 | 2,985 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Pneumatic Equipment Components | 493 | 3,727 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pneumatic Tools | 982 | 3,201 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Pneumatic Tube Systems | 145 | 4,437 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Podiatrist | 14,783 | 1,128 | 93 | 815 | 64 | 69% | 28 | 30% | 1 | 1% |
| Podiatrist Referral | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Podiatrist Supplies | 163 | 4,378 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Point of Sale Systems | 33,474 | 670 | 197 | 499 | 184 | 93% | 8 | 4% | 5 | 3% |
| Poison Control | 33 | 5,001 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pole Barn | 35,931 | 635 | 36 | 1,325 | 26 | 72% | 10 | 28% | 0 | 0% |
| Pole Fitness | 366 | 3,913 | 7 | 2,415 | 7 | 100% | 0 | 0% | 0 | 0% |
| Pole Line Contractors | 218 | 4,222 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pole Line Hardware | 6 | 5,290 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Poles | 170 | 4,359 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Police and Fire Organizations | 27,324 | 764 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Police Department | 1,348 | 2,952 | 2 | 3,199 | 0 | 0% | 1 | 50% | 1 | 50% |
| Police Equipment | 6,030 | 1,760 | 46 | 1,178 | 29 | 63% | 13 | 28% | 4 | 9% |
| Polishes | 370 | 3,904 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Political Organization | 1,986 | 2,626 | 7 | 2,415 | 4 | 57% | 3 | 43% | 0 | 0% |
| Polyethylene | 702 | 3,458 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Polyurethane | 1,186 | 3,058 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Pond Management | 3,079 | 2,288 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Pond Supplies | 4,236 | 2,045 | 8 | 2,322 | 5 | 63% | 3 | 38% | 0 | 0% |
| Ponzi Scheme | 937 | 3,233 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Pool Contractors | 728,273 | 32 | 1,445 | 107 | 1,087 | 75% | 339 | 23% | 19 | 1% |
| Pool Cover Sale | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pool Cover Service | 4,745 | 1,946 | 14 | 1,924 | 7 | 50% | 7 | 50% | 0 | 0% |
| Pool Enclosures | 14,927 | 1,119 | 32 | 1,394 | 23 | 72% | 8 | 25% | 1 | 3% |
| Pool Equipment | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pool Hall | 1,253 | 3,007 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Pool Kits | 122 | 4,507 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pool Leak Detection | 8,647 | 1,487 | 17 | 1,801 | 11 | 65% | 6 | 35% | 0 | 0% |
| Pool Leak Repair | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Pool Maintenance | 35,616 | 639 | 90 | 833 | 48 | 53% | 38 | 42% | 4 | 4% |
| Pool Manufacturers | 11,357 | 1,301 | 139 | 642 | 135 | 97% | 4 | 3% | 0 | 0% |
| Pool Removal | 764 | 3,402 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Pool Repair | 702 | 3,458 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Pool Service | 206,437 | 136 | 491 | 259 | 289 | 59% | 194 | 40% | 8 | 2% |
| Pool Supplies | 93,449 | 300 | 393 | 304 | 297 | 76% | 93 | 24% | 3 | 1% |
| Pool Table Repair | 579 | 3,616 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Pool Tables | 1,842 | 2,694 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Pool Therapy | 536 | 3,666 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Pop-Up Store | 44 | 4,896 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Popcorn | 3,301 | 2,231 | 7 | 2,415 | 3 | 43% | 3 | 43% | 1 | 14% |
| Popcorn Machine | 495 | 3,721 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Porcelain Enamel Repair | 7,636 | 1,574 | 15 | 1,888 | 10 | 67% | 4 | 27% | 1 | 7% |
| Porcelain Enameling | 49 | 4,856 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Porcelain Products | 326 | 3,973 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Porch Shades | 649 | 3,524 | 5 | 2,648 | 0 | 0% | 5 | 100% | 0 | 0% |
| Port Authority | 56 | 4,802 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Portable Buildings | 29,319 | 736 | 90 | 833 | 74 | 82% | 14 | 16% | 2 | 2% |
| Portable Storage Units | 9,662 | 1,408 | 71 | 952 | 48 | 68% | 19 | 27% | 4 | 6% |
| Portable Toilet | 9,792 | 1,399 | 20 | 1,692 | 13 | 65% | 7 | 35% | 0 | 0% |
| Portfolios | 696 | 3,470 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Portrait Photographers | 57,165 | 444 | 312 | 357 | 200 | 64% | 101 | 32% | 11 | 4% |
| Post Construction Cleaning | 6,757 | 1,672 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Post Offices | 2,082 | 2,593 | 27 | 1,507 | 9 | 33% | 17 | 63% | 1 | 4% |
| Postcard | 1,392 | 2,925 | 8 | 2,322 | 7 | 88% | 1 | 13% | 0 | 0% |
| Posters | 2,887 | 2,339 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Potato Chips | 292 | 4,042 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Pottery | 3,519 | 2,185 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Pottery Supplies | 346 | 3,946 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Poultry | 387 | 3,878 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Poultry Brokers | 149 | 4,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Poultry Equipment | 5,149 | 1,882 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Poultry Farm | 3,056 | 2,292 | 7 | 2,415 | 7 | 100% | 0 | 0% | 0 | 0% |
| Poultry Retail | 375 | 3,897 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Powder Coating | 6,342 | 1,725 | 10 | 2,159 | 4 | 40% | 6 | 60% | 0 | 0% |
| Power Actuated Tools | 4,232 | 2,047 | 57 | 1,070 | 51 | 89% | 4 | 7% | 2 | 4% |
| Power Line Construction | 1,733 | 2,743 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Power Plant Consultants | 570 | 3,623 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Power Plant Equipment | 529 | 3,677 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Power Plant Equipment Repairs | 312 | 4,004 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Power Press | 64 | 4,755 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Power Press Equipment | 971 | 3,210 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Power Shovel | 20 | 5,116 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Power Steering Repair | 866 | 3,309 | 5 | 2,648 | 5 | 100% | 0 | 0% | 0 | 0% |
| Power Sweeper | 662 | 3,510 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Power Take Off | 14 | 5,188 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Power Transmission | 2,115 | 2,579 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Pre Kindergarten | 67 | 4,740 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pre-Paid Phone Card | 23,175 | 846 | 1,157 | 129 | 1,082 | 94% | 73 | 6% | 2 | 0% |
| Precious Metal Dealer | 215 | 4,229 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Precious Metal Dealers | 123,878 | 236 | 150 | 607 | 124 | 83% | 25 | 17% | 1 | 1% |
| Precious Metal Refiners | 5,075 | 1,896 | 5 | 2,648 | 4 | 80% | 1 | 20% | 0 | 0% |
| Precious Metals Products | 1,479 | 2,870 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Precious Stones | 1,671 | 2,775 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Precision Grinding | 653 | 3,520 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|---|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Precoated Metals | 260 | 4,117 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Prefabricated Chimney | 19 | 5,123 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Prefabricated Masonry Panels | 4,644 | 1,965 | 3 | 2,967 | 1 | 33% | 1 | 33% | 1 | 33% |
| Pregnancy | 1 | 5,424 | 1 | 3,539 | 0 | 0% | 0 | 0% | 1 | 100% |
| Premium Goods | 18 | 5,139 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Prepaid Credit Cards | 63,028 | 416 | 2,876 | 55 | 2,826 | 98% | 30 | 1% | 20 | 1% |
| Preservation and Restoration | 28 | 5,034 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Preserved Flowers | 4,199 | 2,058 | 23 | 1,601 | 11 | 48% | 12 | 52% | 0 | 0% |
| Pressure Sensitive Adhesive Paper | 243 | 4,154 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pressure Vessel | 204 | 4,265 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pressure Washer | 9,013 | 1,456 | 13 | 1,983 | 8 | 62% | 5 | 38% | 0 | 0% |
| Pressure Washing | 101,247 | 278 | 138 | 646 | 81 | 59% | 53 | 38% | 4 | 3% |
| Pressurization Equipment | 81 | 4,678 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Prestressed Concrete | 625 | 3,554 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pretzel | 1,183 | 3,061 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Price Marking | 271 | 4,090 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Print Cutters | 28 | 5,034 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Printed and Etched Circuits | 979 | 3,204 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Printer and Printer Supplies Manufacturer | 9,657 | 1,409 | 37 | 1,301 | 33 | 89% | 4 | 11% | 0 | 0% |
| Printer Ink | 507 | 3,708 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Printer Sales and Service | 15,528 | 1,095 | 114 | 720 | 104 | 91% | 9 | 8% | 1 | 1% |
| Printers | 69,739 | 379 | 168 | 557 | 71 | 42% | 91 | 54% | 6 | 4% |
| Printing Broker | 5,685 | 1,812 | 11 | 2,095 | 5 | 45% | 4 | 36% | 2 | 18% |
| Printing Equipment | 5,066 | 1,899 | 32 | 1,394 | 6 | 19% | 25 | 78% | 1 | 3% |
| Printing Materials | 0 | 5,464 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Printing Plates | 110 | 4,560 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Printing Repair | 320 | 3,987 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Printing Rollers | 105 | 4,590 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Printing Supplies | 7,232 | 1,612 | 18 | 1,764 | 8 | 44% | 10 | 56% | 0 | 0% |
| Printing Technician | 339 | 3,960 | 5 | 2,648 | 0 | 0% | 5 | 100% | 0 | 0% |
| Prison Consultant | 1,803 | 2,709 | 7 | 2,415 | 5 | 71% | 2 | 29% | 0 | 0% |
| Private Golf Courses | 7,476 | 1,592 | 30 | 1,431 | 16 | 53% | 13 | 43% | 1 | 3% |
| Private Health Services Plan | 49,656 | 501 | 14 | 1,924 | 14 | 100% | 0 | 0% | 0 | 0% |
| Private Pool | 9,906 | 1,394 | 51 | 1,125 | 24 | 47% | 27 | 53% | 0 | 0% |
| Private School | 29,109 | 742 | 56 | 1,082 | 37 | 66% | 15 | 27% | 4 | 7% |
| Private Squash Courts | 110 | 4,560 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Private Tennis Court | 965 | 3,214 | 7 | 2,415 | 6 | 86% | 1 | 14% | 0 | 0% |
| Prize Promotions | 20,093 | 928 | 37 | 1,301 | 24 | 65% | 9 | 24% | 4 | 11% |
| Probate Attorney | 8,945 | 1,464 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Process Server | 19,322 | 952 | 50 | 1,133 | 18 | 36% | 23 | 46% | 9 | 18% |
| Processed Potatoes | 192 | 4,308 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Producers | 71,654 | 370 | 589 | 222 | 506 | 86% | 75 | 13% | 8 | 1% |
| Product Development and Marketing | 80,242 | 338 | 331 | 335 | 309 | 93% | 20 | 6% | 2 | 1% |
| Product Liability Lawyer | 1,155 | 3,078 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Product Sales | 38,567 | 610 | 170 | 551 | 95 | 56% | 61 | 36% | 14 | 8% |
| Product Sales by Phone | 7,020 | 1,642 | 20 | 1,692 | 13 | 65% | 7 | 35% | 0 | 0% |
| Professional Employer Organization | 3,333 | 2,229 | 5 | 2,648 | 1 | 20% | 3 | 60% | 1 | 20% |
| Professional Engineer | 59,987 | 429 | 23 | 1,601 | 11 | 48% | 12 | 52% | 0 | 0% |
| Professional Fundraiser | 22,323 | 864 | 53 | 1,108 | 49 | 92% | 4 | 8% | 0 | 0% |
| Professional Organizations | 34,193 | 660 | 52 | 1,116 | 42 | 81% | 9 | 17% | 1 | 2% |
| Professional Organizer | 1,903 | 2,668 | 5 | 2,648 | 2 | 40% | 3 | 60% | 0 | 0% |
| Professional Services | 67,251 | 389 | 75 | 925 | 51 | 68% | 20 | 27% | 4 | 5% |
| Programmed Instruction | 986 | 3,195 | 6 | 2,526 | 3 | 50% | 3 | 50% | 0 | 0% |
| Project Management | 7,849 | 1,550 | 20 | 1,692 | 16 | 80% | 4 | 20% | 0 | 0% |
| Projector | 1,043 | 3,153 | 6 | 2,526 | 0 | 0% | 5 | 83% | 1 | 17% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--------------------------------------|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Projector Screen | 4 | 5,334 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Promotional Items | 1,684 | 2,769 | 8 | 2,322 | 8 | 100% | 0 | 0% | 0 | 0% |
| Promotional Products | 52,021 | 482 | 177 | 537 | 71 | 40% | 100 | 56% | 6 | 3% |
| Promotions | 1 | 5,424 | 1 | 3,539 | 0 | 0% | 0 | 0% | 1 | 100% |
| Proofreading | 1,904 | 2,667 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Propane | 49,312 | 505 | 260 | 396 | 236 | 91% | 23 | 9% | 1 | 0% |
| Propane Gas Plumbing | 587 | 3,606 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Propane Supplies | 19,938 | 933 | 216 | 455 | 202 | 94% | 13 | 6% | 1 | 0% |
| Propeller | 593 | 3,599 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Property Insurance | 70,091 | 376 | 193 | 507 | 183 | 95% | 10 | 5% | 0 | 0% |
| Property Maintenance | 105,236 | 268 | 238 | 427 | 141 | 59% | 91 | 38% | 6 | 3% |
| Property Management | 1,572,919 | 12 | 8,187 | 13 | 6,624 | 81% | 1,509 | 18% | 54 | 1% |
| Property Tax Consultants | 41,141 | 584 | 25 | 1,552 | 23 | 92% | 2 | 8% | 0 | 0% |
| Property Tax Lenders | 6,792 | 1,669 | 20 | 1,692 | 20 | 100% | 0 | 0% | 0 | 0% |
| Prosthetic | 10,997 | 1,325 | 54 | 1,100 | 35 | 65% | 19 | 35% | 0 | 0% |
| Prosthetic Eye | 272 | 4,086 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Prosthodontist | 1,834 | 2,700 | 10 | 2,159 | 8 | 80% | 2 | 20% | 0 | 0% |
| Protective Coatings | 24,371 | 821 | 49 | 1,144 | 22 | 45% | 27 | 55% | 0 | 0% |
| Protective Covers | 13,343 | 1,207 | 165 | 565 | 132 | 80% | 32 | 19% | 1 | 1% |
| Protein Purification | 101 | 4,606 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Psychiatric Services | 3 | 5,363 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Psychiatrist | 20,831 | 907 | 93 | 815 | 70 | 75% | 21 | 23% | 2 | 2% |
| Psychic | 20,576 | 915 | 67 | 986 | 41 | 61% | 26 | 39% | 0 | 0% |
| Psychologist | 23,108 | 848 | 51 | 1,125 | 43 | 84% | 8 | 16% | 0 | 0% |
| Psychologist Referral Service | 5,150 | 1,881 | 18 | 1,764 | 18 | 100% | 0 | 0% | 0 | 0% |
| Psychotherapist | 5,365 | 1,851 | 17 | 1,801 | 11 | 65% | 5 | 29% | 1 | 6% |
| Pub | 485 | 3,735 | 8 | 2,322 | 3 | 38% | 5 | 63% | 0 | 0% |
| Pub Food | 284 | 4,061 | 5 | 2,648 | 1 | 20% | 4 | 80% | 0 | 0% |
| Public Adjuster | 27,269 | 765 | 37 | 1,301 | 32 | 86% | 5 | 14% | 0 | 0% |
| Public Aquariums | 1,119 | 3,098 | 13 | 1,983 | 9 | 69% | 4 | 31% | 0 | 0% |
| Public Golf Courses | 8,748 | 1,479 | 44 | 1,202 | 32 | 73% | 11 | 25% | 1 | 2% |
| Public Library | 1,097 | 3,112 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Public Opinion Analysts | 3,767 | 2,138 | 6 | 2,526 | 3 | 50% | 2 | 33% | 1 | 17% |
| Public Pool | 1,845 | 2,691 | 6 | 2,526 | 5 | 83% | 1 | 17% | 0 | 0% |
| Public Relations Counselor | 14,019 | 1,173 | 15 | 1,888 | 7 | 47% | 7 | 47% | 1 | 7% |
| Public Sector Consultants | 615 | 3,566 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Public Speakers | 1,038 | 3,158 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Public Speaking Classes | 902 | 3,270 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Public Tennis Courts | 278 | 4,074 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Public Utility Consultants | 12,097 | 1,271 | 62 | 1,028 | 52 | 84% | 9 | 15% | 1 | 2% |
| Public Works and Government Services | 16 | 5,165 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Publication | 248 | 4,144 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Publicity Service | 3,493 | 2,192 | 10 | 2,159 | 6 | 60% | 4 | 40% | 0 | 0% |
| Publishers | 470 | 3,760 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Publishers Book | 218,921 | 124 | 585 | 223 | 388 | 66% | 128 | 22% | 69 | 12% |
| Publishers Directory | 93,944 | 298 | 562 | 229 | 431 | 77% | 115 | 20% | 16 | 3% |
| Publishers Internet Guide | 17,750 | 1,010 | 13 | 1,983 | 7 | 54% | 6 | 46% | 0 | 0% |
| Publishers Magazine | 38,382 | 612 | 286 | 376 | 138 | 48% | 144 | 50% | 4 | 1% |
| Publishers Periodical | 226,343 | 117 | 845 | 170 | 783 | 93% | 61 | 7% | 1 | 0% |
| Publishers Representatives | 2,605 | 2,421 | 8 | 2,322 | 3 | 38% | 4 | 50% | 1 | 13% |
| Publishing Consultant | 19,953 | 930 | 87 | 851 | 38 | 44% | 47 | 54% | 2 | 2% |
| Pulley | 55 | 4,809 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pulmonary Diseases | 2,892 | 2,337 | 12 | 2,038 | 7 | 58% | 5 | 42% | 0 | 0% |
| Pulp Products | 125 | 4,497 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pump Parts | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|---|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Pump Repair | 7 | 5,279 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Pump Sales | 6,487 | 1,709 | 9 | 2,239 | 7 | 78% | 2 | 22% | 0 | 0% |
| Pump Service | 12,586 | 1,253 | 16 | 1,851 | 11 | 69% | 5 | 31% | 0 | 0% |
| Pump Supplies | 985 | 3,196 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Pumping Contractors | 3,733 | 2,144 | 5 | 2,648 | 2 | 40% | 2 | 40% | 1 | 20% |
| Punch Clock | 678 | 3,493 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Punch Press | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Punches | 18 | 5,139 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Purses | 21,718 | 884 | 261 | 394 | 178 | 68% | 68 | 26% | 15 | 6% |
| Pyramid Companies | 7,262 | 1,608 | 6 | 2,526 | 5 | 83% | 1 | 17% | 0 | 0% |
| Quarries | 1,141 | 3,087 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Quartz | 280 | 4,069 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| QuickBooks Support | 3,552 | 2,179 | 3 | 2,967 | 1 | 33% | 1 | 33% | 1 | 33% |
| Quilt Renovation | 19 | 5,123 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Quilting | 1,819 | 2,703 | 10 | 2,159 | 9 | 90% | 1 | 10% | 0 | 0% |
| Quilting Classes | 114 | 4,539 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Quilting Supplies | 2,024 | 2,609 | 10 | 2,159 | 7 | 70% | 3 | 30% | 0 | 0% |
| Quilts | 4,665 | 1,959 | 13 | 1,983 | 5 | 38% | 8 | 62% | 0 | 0% |
| Race Track Equipment | 450 | 3,788 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Race Tracks | 4,995 | 1,912 | 47 | 1,163 | 20 | 43% | 27 | 57% | 0 | 0% |
| Racing | 38 | 4,957 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Racing Cars | 4,226 | 2,049 | 14 | 1,924 | 6 | 43% | 8 | 57% | 0 | 0% |
| Rack Merchandise Service | 269 | 4,096 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Racks | 1,393 | 2,923 | 7 | 2,415 | 5 | 71% | 2 | 29% | 0 | 0% |
| Racquetball Court Construction | 48 | 4,861 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Racquetball Courts | 336 | 3,963 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Racquetball Equipment | 42 | 4,918 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Radar Equipment | 913 | 3,258 | 9 | 2,239 | 8 | 89% | 1 | 11% | 0 | 0% |
| Radiant Heat | 951 | 3,225 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Radiation Protection | 37 | 4,966 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Radiator | 11,065 | 1,320 | 39 | 1,271 | 21 | 54% | 17 | 44% | 1 | 3% |
| Radiator Covers | 384 | 3,883 | 1 | 3,539 | 0 | 0% | 0 | 0% | 1 | 100% |
| Radiator Sales | 1,551 | 2,833 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Radio Advertising | 4,378 | 2,010 | 19 | 1,732 | 13 | 68% | 5 | 26% | 1 | 5% |
| Radio Communication Equipment and Systems | 9,814 | 1,397 | 80 | 899 | 62 | 78% | 18 | 23% | 0 | 0% |
| Radio Direction Finder | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Radio Parts | 59 | 4,783 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Radio Producer | 255 | 4,127 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Radio Program Surveys | 10 | 5,240 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Radio Rentals | 162 | 4,383 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Radio Station Equipment | 269 | 4,096 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Radio Station Representatives | 180 | 4,341 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Radio Stations | 27,030 | 772 | 766 | 181 | 750 | 98% | 16 | 2% | 0 | 0% |
| Radioactive Materials | 34 | 4,995 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Radioactivity Instruments | 37 | 4,966 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Radiology | 20,400 | 922 | 185 | 518 | 132 | 71% | 50 | 27% | 3 | 2% |
| Radiotelephone Carriers | 545 | 3,653 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Radiotelephone Equipment | 3,044 | 2,293 | 17 | 1,801 | 8 | 47% | 8 | 47% | 1 | 6% |
| Radon Mitigation | 25,771 | 789 | 13 | 1,983 | 9 | 69% | 4 | 31% | 0 | 0% |
| Radon Testing | 29,334 | 735 | 36 | 1,325 | 27 | 75% | 8 | 22% | 1 | 3% |
| Raft Trips | 947 | 3,229 | 9 | 2,239 | 7 | 78% | 2 | 22% | 0 | 0% |
| Railing | 11,075 | 1,318 | 11 | 2,095 | 6 | 55% | 5 | 45% | 0 | 0% |
| Railroad | 2,062 | 2,600 | 85 | 872 | 53 | 62% | 32 | 38% | 0 | 0% |
| Railroad Car Leasing | 196 | 4,290 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Railroad Car Manufacturers | 275 | 4,081 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|---|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Railroad Contractors | 1,922 | 2,653 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Railroad Equipment | 1,371 | 2,939 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Railroad Freight | 591 | 3,603 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Railroad Ticket Agencies | 114 | 4,539 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Railroad Ties Dealers | 202 | 4,270 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Rails | 272 | 4,086 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Rainwater Harvesting System | 611 | 3,573 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Rainwear | 94 | 4,627 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Raised Floor | 4,234 | 2,046 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Ranches | 5,739 | 1,797 | 15 | 1,888 | 10 | 67% | 4 | 27% | 1 | 7% |
| Range and Oven Dealers | 342 | 3,957 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Range Hoods | 8,247 | 1,524 | 8 | 2,322 | 7 | 88% | 0 | 0% | 1 | 13% |
| Ravioli | 31 | 5,010 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Raw Flavoring Extracts | 692 | 3,473 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Rayon Fabrics | 15 | 5,175 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Razors | 6,344 | 1,723 | 18 | 1,764 | 16 | 89% | 2 | 11% | 0 | 0% |
| Re-refined Oil | 17 | 5,155 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Reading Lessons | 9,366 | 1,428 | 9 | 2,239 | 6 | 67% | 3 | 33% | 0 | 0% |
| Ready Mixed Concrete | 16,971 | 1,036 | 30 | 1,431 | 22 | 73% | 8 | 27% | 0 | 0% |
| Real Estate | 769,809 | 31 | 2,529 | 64 | 1,809 | 72% | 686 | 27% | 34 | 1% |
| Real Estate Agent | 107,224 | 262 | 433 | 278 | 301 | 70% | 129 | 30% | 3 | 1% |
| Real Estate Appraiser | 72,183 | 368 | 83 | 882 | 52 | 63% | 30 | 36% | 1 | 1% |
| Real Estate Broker | 48,756 | 513 | 96 | 800 | 72 | 75% | 24 | 25% | 0 | 0% |
| Real Estate Consultant | 83,406 | 323 | 145 | 619 | 102 | 70% | 41 | 28% | 2 | 1% |
| Real Estate Development | 152,016 | 194 | 325 | 343 | 241 | 74% | 82 | 25% | 2 | 1% |
| Real Estate Investing | 298,872 | 84 | 290 | 374 | 227 | 78% | 56 | 19% | 7 | 2% |
| Real Estate Lawyer | 26,066 | 785 | 35 | 1,334 | 26 | 74% | 9 | 26% | 0 | 0% |
| Real Estate Loan Modification | 5,440 | 1,843 | 18 | 1,764 | 4 | 22% | 14 | 78% | 0 | 0% |
| Real Estate Loans | 55,039 | 458 | 58 | 1,058 | 41 | 71% | 14 | 24% | 3 | 5% |
| Real Estate Maintenance Protection Plan | 3,475 | 2,196 | 19 | 1,732 | 18 | 95% | 0 | 0% | 1 | 5% |
| Real Estate Rentals | 147,330 | 200 | 716 | 190 | 488 | 68% | 220 | 31% | 8 | 1% |
| Real Estate School | 33,868 | 665 | 50 | 1,133 | 38 | 76% | 12 | 24% | 0 | 0% |
| Real Estate Services | 187,079 | 154 | 524 | 240 | 404 | 77% | 110 | 21% | 10 | 2% |
| Rebuilt Auto Parts | 4,174 | 2,062 | 31 | 1,413 | 11 | 35% | 20 | 65% | 0 | 0% |
| Rebuilt Engines | 70,554 | 375 | 218 | 448 | 151 | 69% | 64 | 29% | 3 | 1% |
| Reclaiming Chemicals | 191 | 4,310 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Record Storage | 7,067 | 1,635 | 38 | 1,288 | 8 | 21% | 28 | 74% | 2 | 5% |
| Recorded Information | 6,500 | 1,707 | 24 | 1,578 | 22 | 92% | 2 | 8% | 0 | 0% |
| Recording Studio Equipment | 1,488 | 2,863 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Records Management | 2,860 | 2,349 | 10 | 2,159 | 5 | 50% | 5 | 50% | 0 | 0% |
| Recreation Center | 8,923 | 1,466 | 59 | 1,046 | 35 | 59% | 24 | 41% | 0 | 0% |
| Recreation Program Consultants | 120 | 4,516 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Recreational Vehicles | 4,623 | 1,976 | 14 | 1,924 | 8 | 57% | 4 | 29% | 2 | 14% |
| Recruitment Services | 20,461 | 919 | 35 | 1,334 | 13 | 37% | 21 | 60% | 1 | 3% |
| Rectifiers - Liquor | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Recycling Center | 18,070 | 998 | 50 | 1,133 | 24 | 48% | 25 | 50% | 1 | 2% |
| Recycling Services | 22,687 | 856 | 202 | 485 | 45 | 22% | 157 | 78% | 0 | 0% |
| Reels | 206 | 4,259 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Reflectors | 15 | 5,175 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Reflexologist | 1,313 | 2,975 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Refractory | 655 | 3,518 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Refreshment Stand | 543 | 3,657 | 23 | 1,601 | 0 | 0% | 23 | 100% | 0 | 0% |
| Refrigeration | 128 | 4,487 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Refrigeration Equipment | 4,062 | 2,080 | 13 | 1,983 | 8 | 62% | 5 | 38% | 0 | 0% |
| Refrigerator and Freezer Dealers | 2,013 | 2,613 | 7 | 2,415 | 3 | 43% | 4 | 57% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|--|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Refrigerator Manufacturers | 900 | 3,273 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Refrigerator Parts | 231 | 4,185 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Refrigerator Repair | 10,808 | 1,335 | 57 | 1,070 | 22 | 39% | 34 | 60% | 1 | 2% |
| Registered Dietitian | 2,061 | 2,601 | 6 | 2,526 | 3 | 50% | 3 | 50% | 0 | 0% |
| Registered Interior Designer | 3,296 | 2,236 | 8 | 2,322 | 4 | 50% | 4 | 50% | 0 | 0% |
| Rehabilitation | 40,150 | 597 | 130 | 663 | 85 | 65% | 41 | 32% | 4 | 3% |
| Reiki Therapy | 899 | 3,274 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Reinforced Plastic | 126 | 4,494 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Relay | 174 | 4,352 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Religious Goods | 9,735 | 1,404 | 123 | 689 | 88 | 72% | 33 | 27% | 2 | 2% |
| Religious Organizations | 9,555 | 1,415 | 26 | 1,524 | 18 | 69% | 8 | 31% | 0 | 0% |
| Reloaders | 1,171 | 3,068 | 3 | 2,967 | 0 | 0% | 1 | 33% | 2 | 67% |
| Relocation Services | 180,308 | 163 | 406 | 296 | 316 | 78% | 80 | 20% | 10 | 2% |
| Remodel Contractors | 209,365 | 133 | 512 | 249 | 213 | 42% | 277 | 54% | 22 | 4% |
| Remodeling | 246,106 | 107 | 469 | 265 | 146 | 31% | 310 | 66% | 13 | 3% |
| Rendering Services | 686 | 3,482 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Renewable Energy | 9,173 | 1,441 | 19 | 1,732 | 15 | 79% | 4 | 21% | 0 | 0% |
| Rent to Own | 6,645 | 1,688 | 49 | 1,144 | 30 | 61% | 18 | 37% | 1 | 2% |
| Rent to Own Furniture | 8 | 5,260 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Rent to Own Real Estate | 28,217 | 750 | 23 | 1,601 | 16 | 70% | 7 | 30% | 0 | 0% |
| Rent Welding Equipment | 398 | 3,861 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Rental Furniture | 52,568 | 478 | 885 | 162 | 846 | 96% | 39 | 4% | 0 | 0% |
| Rental Listings | 40,596 | 591 | 925 | 155 | 830 | 90% | 40 | 4% | 55 | 6% |
| Rental Service Stores & Yards | 20,309 | 923 | 122 | 692 | 101 | 83% | 21 | 17% | 0 | 0% |
| Rentals by Owner | 52,895 | 477 | 280 | 382 | 150 | 54% | 125 | 45% | 5 | 2% |
| Renters Insurance | 11,925 | 1,276 | 11 | 2,095 | 5 | 45% | 3 | 27% | 3 | 27% |
| Repossession Services | 55,477 | 453 | 215 | 458 | 137 | 64% | 68 | 32% | 10 | 5% |
| Reptiles | 8,211 | 1,528 | 21 | 1,665 | 7 | 33% | 14 | 67% | 0 | 0% |
| Rescue Equipment | 7,222 | 1,616 | 23 | 1,601 | 5 | 22% | 6 | 26% | 12 | 52% |
| Reserve Study | 299 | 4,028 | 4 | 2,778 | 0 | 0% | 4 | 100% | 0 | 0% |
| Residential Air Conditioning Contractors | 400,986 | 67 | 1,021 | 142 | 699 | 68% | 279 | 27% | 43 | 4% |
| Residential Painter | 952 | 3,223 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Residential Window Tinting | 5,525 | 1,835 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Resilvering Mirrors | 188 | 4,320 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Resin | 323 | 3,976 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Resort | 95,424 | 294 | 1,132 | 134 | 936 | 83% | 191 | 17% | 5 | 0% |
| Respirator | 1,504 | 2,854 | 11 | 2,095 | 7 | 64% | 4 | 36% | 0 | 0% |
| Rest Home | 990 | 3,192 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Rest Home Information and Placement | 156 | 4,402 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Restaurant Equipment | 47,683 | 525 | 132 | 662 | 77 | 58% | 52 | 39% | 3 | 2% |
| Restaurant Equipment Repair | 11,093 | 1,317 | 22 | 1,641 | 15 | 68% | 7 | 32% | 0 | 0% |
| Restaurant Management | 8,265 | 1,523 | 105 | 758 | 93 | 89% | 12 | 11% | 0 | 0% |
| Restaurant Supplies | 971 | 3,210 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Restaurant Uniforms | 49 | 4,856 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Restaurants | 427,245 | 60 | 4,592 | 31 | 2,436 | 53% | 2,070 | 45% | 86 | 2% |
| Resume Services | 64,923 | 403 | 251 | 408 | 206 | 82% | 31 | 12% | 14 | 6% |
| Retail Bakers | 63,283 | 413 | 201 | 490 | 105 | 52% | 92 | 46% | 4 | 2% |
| Retail Floor Materials | 104,635 | 273 | 214 | 462 | 166 | 78% | 42 | 20% | 6 | 3% |
| Retail Florist | 134,525 | 216 | 2,375 | 68 | 2,034 | 86% | 326 | 14% | 15 | 1% |
| Retail Hobby Supplies | 31,278 | 701 | 194 | 505 | 138 | 71% | 53 | 27% | 3 | 2% |
| Retail Light Fixtures | 66,792 | 391 | 211 | 469 | 152 | 72% | 58 | 27% | 1 | 0% |
| Retail Optical Goods | 147,509 | 199 | 787 | 176 | 687 | 87% | 99 | 13% | 1 | 0% |
| Retail Photo Finishing | 9,409 | 1,420 | 221 | 443 | 164 | 74% | 57 | 26% | 0 | 0% |
| Retail Shoes | 213,998 | 127 | 1,578 | 97 | 1,094 | 69% | 440 | 28% | 44 | 3% |
| Retail Sportswear | 63,916 | 412 | 913 | 157 | 494 | 54% | 403 | 44% | 16 | 2% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|---|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Retail Stores | 64,966 | 402 | 1,010 | 143 | 564 | 56% | 421 | 42% | 25 | 2% |
| Retail Wine | 34,142 | 661 | 133 | 660 | 111 | 83% | 16 | 12% | 6 | 5% |
| Retaining Ring | 24 | 5,070 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Retaining Wall Contractors | 7,565 | 1,582 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Retirement Communities | 70 | 4,725 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Retirement Homes | 41,480 | 579 | 87 | 851 | 60 | 69% | 27 | 31% | 0 | 0% |
| Retirement Planning Services | 100,649 | 280 | 76 | 921 | 57 | 75% | 17 | 22% | 2 | 3% |
| Retread Tires | 8,403 | 1,507 | 84 | 876 | 45 | 54% | 38 | 45% | 1 | 1% |
| Retreat Facilities | 474 | 3,754 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Reverse Mortgage | 50,133 | 499 | 58 | 1,058 | 44 | 76% | 14 | 24% | 0 | 0% |
| Ribbon | 920 | 3,253 | 26 | 1,524 | 22 | 85% | 4 | 15% | 0 | 0% |
| Ribbon Printing | 101 | 4,606 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Rice | 202 | 4,270 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Riding Academy | 1,031 | 3,163 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Riding Apparel | 1,339 | 2,961 | 9 | 2,239 | 2 | 22% | 6 | 67% | 1 | 11% |
| Riggers | 1,032 | 3,161 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Riggers Equipment and Supplies | 946 | 3,230 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Right of Way Acquisition Services | 451 | 3,786 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Ringtones | 37 | 4,966 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Risk Management | 7,133 | 1,629 | 25 | 1,552 | 14 | 56% | 11 | 44% | 0 | 0% |
| Rivets | 70 | 4,725 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Road Building | 181 | 4,339 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Road Contractors | 19,894 | 936 | 22 | 1,641 | 8 | 36% | 14 | 64% | 0 | 0% |
| Road Dust Control | 276 | 4,078 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Road Oil | 34 | 4,995 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Roadside Assistance | 32,180 | 687 | 399 | 299 | 366 | 92% | 31 | 8% | 2 | 1% |
| Robots | 1,312 | 2,976 | 10 | 2,159 | 5 | 50% | 5 | 50% | 0 | 0% |
| Rock Climbing Instruction | 1,071 | 3,131 | 4 | 2,778 | 1 | 25% | 2 | 50% | 1 | 25% |
| Rock Shop | 1,372 | 2,938 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Rockfall Mitigation | 26 | 5,053 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Rodeo | 375 | 3,897 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Rollers | 141 | 4,453 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Rolling Doors | 1,088 | 3,123 | 18 | 1,764 | 0 | 0% | 18 | 100% | 0 | 0% |
| Rolling Mill | 40 | 4,930 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Roof Cleaning | 24,856 | 812 | 21 | 1,665 | 10 | 48% | 8 | 38% | 3 | 14% |
| Roof Cooling Systems | 660 | 3,511 | 5 | 2,648 | 2 | 40% | 3 | 60% | 0 | 0% |
| Roof Deck | 3,745 | 2,140 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Roof Snow Removal Service | 872 | 3,300 | 4 | 2,778 | 0 | 0% | 4 | 100% | 0 | 0% |
| Roof Structure | 4,467 | 1,999 | 7 | 2,415 | 3 | 43% | 4 | 57% | 0 | 0% |
| Roofing Consultants | 28,744 | 744 | 43 | 1,219 | 25 | 58% | 18 | 42% | 0 | 0% |
| Roofing Contractors | 5,585,169 | 1 | 6,307 | 21 | 4,240 | 67% | 1,826 | 29% | 241 | 4% |
| Roofing Equipment | 6,898 | 1,649 | 11 | 2,095 | 3 | 27% | 8 | 73% | 0 | 0% |
| Roofing Materials | 22,300 | 867 | 51 | 1,125 | 43 | 84% | 7 | 14% | 1 | 2% |
| Roofing Spray Foam Insulation Contractors | 3,609 | 2,170 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Rooming Houses | 473 | 3,755 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Roommate Referral Service | 16,816 | 1,046 | 74 | 931 | 66 | 89% | 8 | 11% | 0 | 0% |
| Rope | 440 | 3,810 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Rope Splicing | 8 | 5,260 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Rotogravure Printing | 27 | 5,042 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Routing Services | 201 | 4,275 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Rubber Bands | 205 | 4,262 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Rubber Footwear | 699 | 3,463 | 5 | 2,648 | 4 | 80% | 1 | 20% | 0 | 0% |
| Rubber Products | 5,868 | 1,781 | 17 | 1,801 | 12 | 71% | 4 | 24% | 1 | 6% |
| Rubber Stamping Supplies | 367 | 3,910 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Rubber Stamps | 3,635 | 2,167 | 14 | 1,924 | 7 | 50% | 1 | 7% | 6 | 43% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|---|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Rubber Tracks | 222 | 4,216 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Rubber Working Machinery | 54 | 4,816 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Rubbish & Garbage Removal Contractors Equipment | 303 | 4,024 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Rug Cleaning | 2,084 | 2,592 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Rug Weavers | 892 | 3,283 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Ruler | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Rust Remover | 623 | 3,558 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Rustic Furniture | 66,462 | 393 | 692 | 200 | 199 | 29% | 493 | 71% | 0 | 0% |
| RV Cleaning Service | 108 | 4,578 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| RV Dealers | 207,122 | 134 | 1,244 | 122 | 1,070 | 86% | 159 | 13% | 15 | 1% |
| RV Equipment | 31,619 | 694 | 175 | 541 | 135 | 77% | 35 | 20% | 5 | 3% |
| RV parks | 110 | 4,560 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| RV Rental | 25,016 | 810 | 90 | 833 | 68 | 76% | 21 | 23% | 1 | 1% |
| RV Repair | 34,863 | 651 | 145 | 619 | 87 | 60% | 55 | 38% | 3 | 2% |
| RV Service | 16 | 5,165 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| RV Storage | 2,797 | 2,371 | 18 | 1,764 | 14 | 78% | 4 | 22% | 0 | 0% |
| Saddle | 5,525 | 1,835 | 30 | 1,431 | 19 | 63% | 10 | 33% | 1 | 3% |
| Safe | 8,822 | 1,473 | 21 | 1,665 | 6 | 29% | 14 | 67% | 1 | 5% |
| Safe Deposit Box Rental | 690 | 3,476 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Safe Movers | 1,393 | 2,923 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Safe Repair | 184 | 4,330 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Safety | 37 | 4,966 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Safety Can | 22 | 5,098 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Safety Clothing | 16,771 | 1,050 | 48 | 1,154 | 35 | 73% | 13 | 27% | 0 | 0% |
| Safety Consultants | 49,033 | 507 | 100 | 776 | 72 | 72% | 27 | 27% | 1 | 1% |
| Safety Equipment | 8 | 5,260 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Safety Pins | 787 | 3,384 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sailmakers | 1,232 | 3,024 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Salad | 112 | 4,545 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sales | 33 | 5,001 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sales Lead Generation | 109,943 | 259 | 214 | 462 | 145 | 68% | 65 | 30% | 4 | 2% |
| Sales Organization | 10,902 | 1,330 | 42 | 1,232 | 33 | 79% | 8 | 19% | 1 | 2% |
| Sales Presentation | 1,014 | 3,176 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Sales Promotion Services | 12,677 | 1,244 | 28 | 1,476 | 20 | 71% | 6 | 21% | 2 | 7% |
| Sales Training | 11,136 | 1,313 | 19 | 1,732 | 16 | 84% | 3 | 16% | 0 | 0% |
| Salt | 1,183 | 3,061 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Saltwater Pool Supplies | 4,251 | 2,041 | 38 | 1,288 | 9 | 24% | 29 | 76% | 0 | 0% |
| Salvage Merchandise | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sample Books | 37 | 4,966 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sample Case | 88 | 4,653 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sand | 19,297 | 956 | 16 | 1,851 | 11 | 69% | 5 | 31% | 0 | 0% |
| Sand and Gravel Handling Equipment | 472 | 3,756 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Sandblasting Equipment | 1,188 | 3,057 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sandblasting Supplies | 14 | 5,188 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sandwich | 3,779 | 2,134 | 34 | 1,362 | 19 | 56% | 14 | 41% | 1 | 3% |
| Sanitary Landfill | 836 | 3,336 | 17 | 1,801 | 16 | 94% | 1 | 6% | 0 | 0% |
| Sanitary Napkins | 59 | 4,783 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sanitation | 16 | 5,165 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sanitation Consultants | 8,224 | 1,526 | 641 | 210 | 639 | 100% | 2 | 0% | 0 | 0% |
| Sash Operating Devices | 139 | 4,459 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| SAT Prep Courses | 14,596 | 1,139 | 116 | 713 | 77 | 66% | 35 | 30% | 4 | 3% |
| Satellite Communication | 8,664 | 1,484 | 49 | 1,144 | 34 | 69% | 14 | 29% | 1 | 2% |
| Satellite Equipment | 180 | 4,341 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Satellite Supplies | 51,372 | 487 | 155 | 591 | 96 | 62% | 52 | 34% | 7 | 5% |
| Satellite TV | 289 | 4,046 | 1 | 3,539 | 0 | 0% | 0 | 0% | 1 | 100% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|---|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Sauna Equipment | 12,424 | 1,258 | 34 | 1,362 | 28 | 82% | 6 | 18% | 0 | 0% |
| Sausage | 1,290 | 2,984 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Sausage Casing | 42 | 4,918 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Savings and Loan Association Reps | 38 | 4,957 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Savings and Loan Associations | 14,000 | 1,176 | 61 | 1,034 | 37 | 61% | 23 | 38% | 1 | 2% |
| Saw | 6,307 | 1,728 | 19 | 1,732 | 12 | 63% | 7 | 37% | 0 | 0% |
| Saw Blade Sharpening | 663 | 3,509 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Sawdust | 253 | 4,132 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sawmill | 4,752 | 1,945 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Sawmill Supplies | 522 | 3,688 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Scaffolding | 3,894 | 2,113 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Scale Repair | 388 | 3,875 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Scales | 5,084 | 1,893 | 8 | 2,322 | 5 | 63% | 3 | 38% | 0 | 0% |
| Scalp Care | 659 | 3,512 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Scenery Studio | 84 | 4,668 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Scholarships and Financial Aid | 49,027 | 510 | 240 | 419 | 229 | 95% | 9 | 4% | 2 | 1% |
| School Furniture | 5,652 | 1,817 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| School Information | 7,052 | 1,638 | 16 | 1,851 | 9 | 56% | 7 | 44% | 0 | 0% |
| School Lunches | 346 | 3,946 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| School Photographers | 1,454 | 2,883 | 18 | 1,764 | 17 | 94% | 1 | 6% | 0 | 0% |
| School Supplies | 10,893 | 1,331 | 54 | 1,100 | 53 | 98% | 1 | 2% | 0 | 0% |
| Science | 16 | 5,165 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Scientific Instruments | 3,919 | 2,107 | 26 | 1,524 | 24 | 92% | 2 | 8% | 0 | 0% |
| Scientific Recording Instruments | 333 | 3,964 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Scientist | 1,761 | 2,727 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Scissors | 1,143 | 3,086 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Scooter Repair | 1,090 | 3,120 | 9 | 2,239 | 5 | 56% | 3 | 33% | 1 | 11% |
| Scoreboard | 508 | 3,706 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Scrap Metal | 11,001 | 1,324 | 10 | 2,159 | 6 | 60% | 4 | 40% | 0 | 0% |
| Scrap Rubber | 348 | 3,944 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Scrapbook | 4,955 | 1,915 | 26 | 1,524 | 6 | 23% | 20 | 77% | 0 | 0% |
| Screen Company | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Screen Enclosures | 46,981 | 530 | 86 | 869 | 62 | 72% | 24 | 28% | 0 | 0% |
| Screen Manufacturers Equipment and Supplies | 722 | 3,436 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Screen Printing | 45,197 | 538 | 95 | 805 | 46 | 48% | 45 | 47% | 4 | 4% |
| Screen Printing Equipment | 1,914 | 2,658 | 8 | 2,322 | 6 | 75% | 2 | 25% | 0 | 0% |
| Screen Repair | 22,464 | 861 | 35 | 1,334 | 12 | 34% | 22 | 63% | 1 | 3% |
| Screening Equipment | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Screw | 248 | 4,144 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Screw Machine | 67 | 4,740 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Screw Machine Products | 960 | 3,216 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Screw Threads | 7 | 5,279 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sculpting Equipment | 6 | 5,290 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Sculptor | 599 | 3,592 | 5 | 2,648 | 4 | 80% | 1 | 20% | 0 | 0% |
| Seafood Brokers | 795 | 3,377 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Seafood Retail | 11,466 | 1,296 | 38 | 1,288 | 25 | 66% | 12 | 32% | 1 | 3% |
| Seal Coating | 54,440 | 464 | 128 | 673 | 59 | 46% | 63 | 49% | 6 | 5% |
| Search Engine Marketing | 10,318 | 1,366 | 67 | 986 | 28 | 42% | 32 | 48% | 7 | 10% |
| Searchers of Records | 185,548 | 159 | 750 | 185 | 655 | 87% | 92 | 12% | 3 | 0% |
| Seat Belts | 1,465 | 2,877 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Seat Covers | 806 | 3,367 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Seats | 930 | 3,240 | 5 | 2,648 | 1 | 20% | 4 | 80% | 0 | 0% |
| Second Hand Stores | 3,109 | 2,278 | 24 | 1,578 | 13 | 54% | 10 | 42% | 1 | 4% |
| Secondary School | 568 | 3,627 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Secret Shopper | 50,626 | 496 | 48 | 1,154 | 14 | 29% | 21 | 44% | 13 | 27% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|---------------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Securities Attorney | 170 | 4,359 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Security | 129 | 4,486 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Security Cameras | 21,852 | 879 | 183 | 523 | 131 | 72% | 50 | 27% | 2 | 1% |
| Security Consultant | 4,915 | 1,920 | 13 | 1,983 | 9 | 69% | 3 | 23% | 1 | 8% |
| Security Door Screen | 1,352 | 2,951 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Security Equipment | 40 | 4,930 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Security Guards | 87,195 | 314 | 73 | 935 | 40 | 55% | 33 | 45% | 0 | 0% |
| Security Seals | 456 | 3,779 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Security System Monitors | 337,197 | 77 | 2,104 | 74 | 1,858 | 88% | 211 | 10% | 35 | 2% |
| Security Systems | 9,262 | 1,434 | 59 | 1,046 | 34 | 58% | 23 | 39% | 2 | 3% |
| Security Systems Consultants | 66,209 | 397 | 306 | 361 | 248 | 81% | 54 | 18% | 4 | 1% |
| Seed Cleaning Equipment | 208 | 4,249 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Seeding | 1,333 | 2,962 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Seeds | 49 | 4,856 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Seismic Equipment | 12 | 5,217 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Seismic Retrofit | 657 | 3,516 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Seismograph Service | 52 | 4,832 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Self Defense | 5,921 | 1,772 | 21 | 1,665 | 14 | 67% | 6 | 29% | 1 | 5% |
| Self Defense Devices | 4,849 | 1,932 | 15 | 1,888 | 10 | 67% | 5 | 33% | 0 | 0% |
| Self Dry Cleaning | 510 | 3,703 | 11 | 2,095 | 3 | 27% | 8 | 73% | 0 | 0% |
| Self Improvement Coach | 19,631 | 948 | 42 | 1,232 | 24 | 57% | 17 | 40% | 1 | 2% |
| Self Laundry Service | 6,376 | 1,720 | 100 | 776 | 51 | 51% | 42 | 42% | 7 | 7% |
| Semiconductor Devices | 1,625 | 2,799 | 20 | 1,692 | 13 | 65% | 7 | 35% | 0 | 0% |
| Seminar Marketing | 3,466 | 2,200 | 10 | 2,159 | 7 | 70% | 3 | 30% | 0 | 0% |
| Senior Care | 24,315 | 822 | 18 | 1,764 | 17 | 94% | 1 | 6% | 0 | 0% |
| Senior Citizens Service Organizations | 12,825 | 1,236 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Senior Delivery Services | 1,481 | 2,867 | 5 | 2,648 | 5 | 100% | 0 | 0% | 0 | 0% |
| Senior Home Care | 26,626 | 778 | 29 | 1,456 | 21 | 72% | 6 | 21% | 2 | 7% |
| Senior Insurance | 8,301 | 1,518 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Senior Living | 10,736 | 1,341 | 52 | 1,116 | 35 | 67% | 17 | 33% | 0 | 0% |
| Senior Move Manager | 3,457 | 2,205 | 10 | 2,159 | 6 | 60% | 4 | 40% | 0 | 0% |
| Senior Services | 30,659 | 711 | 40 | 1,257 | 26 | 65% | 14 | 35% | 0 | 0% |
| SEO Services | 42,142 | 574 | 109 | 744 | 48 | 44% | 56 | 51% | 5 | 5% |
| Separators | 26 | 5,053 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Septic Tank Cleaning | 76,431 | 356 | 153 | 599 | 100 | 65% | 52 | 34% | 1 | 1% |
| Septic Tank Contractors | 99,734 | 284 | 165 | 565 | 113 | 68% | 51 | 31% | 1 | 1% |
| Septic Tank Manufacturers | 1,251 | 3,010 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Septic Tank Treatment | 8,049 | 1,539 | 42 | 1,232 | 40 | 95% | 0 | 0% | 2 | 5% |
| Service Animal Training | 1,419 | 2,902 | 6 | 2,526 | 1 | 17% | 5 | 83% | 0 | 0% |
| Service Dogs | 13,648 | 1,191 | 26 | 1,524 | 11 | 42% | 15 | 58% | 0 | 0% |
| Service Station Equipment | 4,220 | 2,050 | 15 | 1,888 | 1 | 7% | 14 | 93% | 0 | 0% |
| Service Station Supplies | 194 | 4,297 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sewage Disposal | 3,727 | 2,147 | 41 | 1,248 | 31 | 76% | 10 | 24% | 0 | 0% |
| Sewage Treatment Equipment | 818 | 3,355 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Sewer Cleaning | 140,927 | 208 | 315 | 352 | 233 | 74% | 76 | 24% | 6 | 2% |
| Sewer Cleaning Equipment | 1,272 | 2,995 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Sewer Contractors | 27,969 | 757 | 41 | 1,248 | 27 | 66% | 14 | 34% | 0 | 0% |
| Sewer Inspection | 1,846 | 2,690 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Sewer Pipe | 277 | 4,075 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sewing Classes | 832 | 3,341 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Sewing Contractors | 3,407 | 2,214 | 8 | 2,322 | 1 | 13% | 7 | 88% | 0 | 0% |
| Sewing Machine Dealers | 14,004 | 1,174 | 37 | 1,301 | 23 | 62% | 12 | 32% | 2 | 5% |
| Sewing Machine Manufacturers | 698 | 3,465 | 8 | 2,322 | 8 | 100% | 0 | 0% | 0 | 0% |
| Sewing Machine Parts | 2,375 | 2,494 | 25 | 1,552 | 5 | 20% | 20 | 80% | 0 | 0% |
| Sewing Machine Repair | 5,107 | 1,888 | 12 | 2,038 | 6 | 50% | 6 | 50% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Sewing Machine Service | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sewing Machine Supplies | 8 | 5,260 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Shade Sails | 94 | 4,627 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sharpening | 4,070 | 2,078 | 23 | 1,601 | 10 | 43% | 13 | 57% | 0 | 0% |
| Sheepskin Specialties | 571 | 3,622 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sheet Metal Contractor | 4,286 | 2,031 | 5 | 2,648 | 2 | 40% | 2 | 40% | 1 | 20% |
| Sheet Metal Equipment | 3,700 | 2,151 | 9 | 2,239 | 8 | 89% | 1 | 11% | 0 | 0% |
| Sheet Metal Fabrication | 19,273 | 957 | 21 | 1,665 | 15 | 71% | 5 | 24% | 1 | 5% |
| Sheet Metal Supplies | 22 | 5,098 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sheet Music | 1,982 | 2,628 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Sheetrock Contractors | 1,203 | 3,044 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Shelves | 4,214 | 2,052 | 12 | 2,038 | 4 | 33% | 6 | 50% | 2 | 17% |
| Shims | 61 | 4,768 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Shingles | 939 | 3,232 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Ship Broker | 639 | 3,534 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Ship Builder | 625 | 3,554 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Ship Chandler | 76 | 4,703 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Ship Cleaning | 32 | 5,004 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Ship Register | 6 | 5,290 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Ship Wreckers | 12 | 5,217 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Shipping Masters | 21,415 | 893 | 104 | 765 | 46 | 44% | 56 | 54% | 2 | 2% |
| Shipping Room Supplies | 4,462 | 2,000 | 21 | 1,665 | 10 | 48% | 11 | 52% | 0 | 0% |
| Shirts | 7 | 5,279 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Shock Absorber | 141 | 4,453 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Shock Repair | 107 | 4,583 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Shoe Dyers | 27 | 5,042 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Shoe Findings & Supplies | 67 | 4,740 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Shoe Laces | 18 | 5,139 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Shoe Machinery | 67 | 4,740 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Shoe Manufacturers Supplies | 1,887 | 2,677 | 8 | 2,322 | 4 | 50% | 3 | 38% | 1 | 13% |
| Shoe Repair | 13,262 | 1,214 | 125 | 685 | 51 | 41% | 69 | 55% | 5 | 4% |
| Shoe Shining | 635 | 3,539 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Shoe Tree | 27 | 5,042 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Shoes | 149 | 4,424 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Shooting Range | 3,203 | 2,257 | 14 | 1,924 | 9 | 64% | 5 | 36% | 0 | 0% |
| Shoplifting Prevention | 139 | 4,459 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Shoppers News Publications | 3,935 | 2,102 | 11 | 2,095 | 7 | 64% | 4 | 36% | 0 | 0% |
| Shopping Baskets | 414 | 3,845 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Shopping Carts | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Shopping Center | 68 | 4,737 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Shopping Mall | 9,230 | 1,437 | 44 | 1,202 | 18 | 41% | 24 | 55% | 2 | 5% |
| Shoring | 424 | 3,835 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Shoring Contractors | 850 | 3,326 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Short Sale | 2,878 | 2,343 | 8 | 2,322 | 5 | 63% | 1 | 13% | 2 | 25% |
| Short Sale Attorney | 151 | 4,413 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Shot Peening | 67 | 4,740 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Showcases | 409 | 3,849 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Shower | 40 | 4,930 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Shower Curtain Manufacturers | 111 | 4,553 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Shower Doors | 25,711 | 791 | 58 | 1,058 | 36 | 62% | 21 | 36% | 1 | 2% |
| Shower Enclosures | 53 | 4,822 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Shower Pan Replacement | 462 | 3,771 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Shredding Service | 3,815 | 2,126 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Shuffleboard | 81 | 4,678 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Shutters | 80,471 | 335 | 162 | 576 | 99 | 61% | 63 | 39% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Shuttle Bus | 7,578 | 1,581 | 89 | 843 | 43 | 48% | 44 | 49% | 2 | 2% |
| Siding Cleaning | 643 | 3,528 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Siding Contractors | 319,212 | 80 | 397 | 300 | 297 | 75% | 86 | 22% | 14 | 4% |
| Siding Equipment Rental | 484 | 3,739 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Siding Material | 6,880 | 1,653 | 5 | 2,648 | 4 | 80% | 1 | 20% | 0 | 0% |
| Sightseeing Tours | 25,656 | 794 | 197 | 499 | 104 | 53% | 87 | 44% | 6 | 3% |
| Sign Equipment | 1,893 | 2,673 | 5 | 2,648 | 4 | 80% | 1 | 20% | 0 | 0% |
| Sign Erectors | 691 | 3,474 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Sign Letters | 1,359 | 2,947 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Sign Maintenance | 1,114 | 3,101 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Signals | 143 | 4,445 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Signs | 78,352 | 346 | 224 | 439 | 125 | 56% | 95 | 42% | 4 | 2% |
| Silage Cover | 60 | 4,776 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Silicone | 194 | 4,297 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Silk Manufacturers | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Silverware | 2,174 | 2,552 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Silverware Cleaning | 232 | 4,183 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Singing Telegrams | 216 | 4,227 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Sink Manufacturers | 1,605 | 2,807 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Sirens | 267 | 4,104 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Sitting Services | 16,076 | 1,073 | 199 | 494 | 199 | 100% | 0 | 0% | 0 | 0% |
| Skate Sharpening | 223 | 4,212 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Skateboard Park | 1,398 | 2,917 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Skateboards | 5,422 | 1,845 | 50 | 1,133 | 11 | 22% | 39 | 78% | 0 | 0% |
| Skating Equipment | 1,662 | 2,783 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Skating Lessons | 307 | 4,015 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Skating Rink | 3,732 | 2,145 | 9 | 2,239 | 4 | 44% | 5 | 56% | 0 | 0% |
| Skating Rink Supplies | 146 | 4,435 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Skeet Range | 51 | 4,840 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Ski Equipment | 7,029 | 1,641 | 23 | 1,601 | 15 | 65% | 7 | 30% | 1 | 4% |
| Ski Equipment Manufacturers | 559 | 3,635 | 12 | 2,038 | 1 | 8% | 11 | 92% | 0 | 0% |
| Ski Equipment Rental | 603 | 3,586 | 6 | 2,526 | 2 | 33% | 4 | 67% | 0 | 0% |
| Ski Lessons | 432 | 3,821 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Ski Lift Equipment | 14 | 5,188 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Ski Repair | 326 | 3,973 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Ski Resorts | 2,405 | 2,485 | 40 | 1,257 | 29 | 73% | 11 | 28% | 0 | 0% |
| Ski Tour | 307 | 4,015 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Skilled Home Health Care | 10,276 | 1,372 | 7 | 2,415 | 3 | 43% | 3 | 43% | 1 | 14% |
| Skin Care | 559,962 | 44 | 6,705 | 18 | 4,302 | 64% | 2,238 | 33% | 165 | 2% |
| Skip Tracing | 6,052 | 1,756 | 11 | 2,095 | 9 | 82% | 2 | 18% | 0 | 0% |
| Sky Diving | 3,088 | 2,284 | 13 | 1,983 | 7 | 54% | 6 | 46% | 0 | 0% |
| Skylight Distributors | 604 | 3,583 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Skylights | 10,121 | 1,383 | 7 | 2,415 | 7 | 100% | 0 | 0% | 0 | 0% |
| Slate | 407 | 3,853 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Sleep Apnea | 4,763 | 1,943 | 9 | 2,239 | 4 | 44% | 5 | 56% | 0 | 0% |
| Sleep Center | 13,236 | 1,216 | 68 | 974 | 56 | 82% | 12 | 18% | 0 | 0% |
| Slicing Machine | 8 | 5,260 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Slides and Film Strips | 234 | 4,178 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sling | 151 | 4,413 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Slip Covers | 1,332 | 2,963 | 4 | 2,778 | 2 | 50% | 1 | 25% | 1 | 25% |
| Small Appliance Dealers | 27,116 | 770 | 185 | 518 | 114 | 62% | 69 | 37% | 2 | 1% |
| Small Appliance Parts | 16,183 | 1,068 | 56 | 1,082 | 36 | 64% | 17 | 30% | 3 | 5% |
| Small Appliance Services | 97,817 | 290 | 555 | 230 | 234 | 42% | 294 | 53% | 27 | 5% |
| Small Business Loans | 173,459 | 174 | 231 | 434 | 191 | 83% | 36 | 16% | 4 | 2% |
| Small Engine Repair | 24,145 | 825 | 108 | 747 | 69 | 64% | 31 | 29% | 8 | 7% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|----------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Smart Phone Software | 1,044 | 3,151 | 11 | 2,095 | 4 | 36% | 6 | 55% | 1 | 9% |
| Smelters | 285 | 4,058 | 2 | 3,199 | 0 | 0% | 1 | 50% | 1 | 50% |
| Smelting Equipment | 198 | 4,283 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Smoke Abatement Equipment | 17 | 5,155 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Smoke Alarm Systems | 43,166 | 558 | 49 | 1,144 | 33 | 67% | 15 | 31% | 1 | 2% |
| Smoke Alarms | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Smoke Detectors | 2,590 | 2,427 | 7 | 2,415 | 3 | 43% | 4 | 57% | 0 | 0% |
| Smoke Odor Counteracting Service | 221 | 4,218 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Smoke Stack | 96 | 4,622 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Smokehouse | 441 | 3,808 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Smoking Cessation | 2,906 | 2,332 | 5 | 2,648 | 0 | 0% | 4 | 80% | 1 | 20% |
| Smoking Products | 5 | 5,311 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Snacks | 2 | 5,394 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Snoring | 5,220 | 1,869 | 39 | 1,271 | 21 | 54% | 18 | 46% | 0 | 0% |
| Snow Making Machine | 11 | 5,230 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Snow Melting Systems | 281 | 4,067 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Snow Removal Equipment | 3,195 | 2,260 | 7 | 2,415 | 6 | 86% | 1 | 14% | 0 | 0% |
| Snow Removal Services | 44,530 | 541 | 151 | 605 | 91 | 60% | 42 | 28% | 18 | 12% |
| Snowmobile | 5,047 | 1,903 | 32 | 1,394 | 27 | 84% | 5 | 16% | 0 | 0% |
| Snowmobile Tours | 9 | 5,248 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Soap | 112 | 4,545 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Soap Dispenser | 107 | 4,583 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Soccer Clubs | 3,719 | 2,149 | 42 | 1,232 | 18 | 43% | 24 | 57% | 0 | 0% |
| Social Media Consultant | 10,647 | 1,344 | 30 | 1,431 | 11 | 37% | 18 | 60% | 1 | 3% |
| Social Media Marketing | 146,101 | 202 | 4,819 | 28 | 4,740 | 98% | 73 | 2% | 6 | 0% |
| Social Security Lawyers | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Social Security Services | 36,515 | 628 | 35 | 1,334 | 31 | 89% | 4 | 11% | 0 | 0% |
| Social Service Organizations | 14,764 | 1,130 | 17 | 1,801 | 12 | 71% | 5 | 29% | 0 | 0% |
| Social Worker | 4,422 | 2,004 | 15 | 1,888 | 12 | 80% | 2 | 13% | 1 | 7% |
| Sod | 18,062 | 999 | 73 | 935 | 44 | 60% | 29 | 40% | 0 | 0% |
| Soda Fountain Equipment | 1,052 | 3,141 | 8 | 2,322 | 1 | 13% | 7 | 88% | 0 | 0% |
| Soda Fountain Repair | 61 | 4,768 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Soda Fountain Shop | 318 | 3,990 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Soda Fountain Supplies | 247 | 4,147 | 6 | 2,526 | 6 | 100% | 0 | 0% | 0 | 0% |
| Soffit and Fascia | 1,279 | 2,991 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Software Testing | 1,558 | 2,828 | 9 | 2,239 | 4 | 44% | 5 | 56% | 0 | 0% |
| Soil | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Soil Conditioner | 635 | 3,539 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Soil Conservation Service | 546 | 3,650 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Soil Solidification | 284 | 4,061 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Soil Testing | 1,216 | 3,032 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Solar Energy Contractors | 203,534 | 139 | 762 | 182 | 689 | 90% | 64 | 8% | 9 | 1% |
| Solar Energy Design | 117,367 | 245 | 254 | 404 | 217 | 85% | 26 | 10% | 11 | 4% |
| Solar Energy Development | 6,036 | 1,758 | 4 | 2,778 | 3 | 75% | 0 | 0% | 1 | 25% |
| Solar Energy Equipment | 16,922 | 1,040 | 59 | 1,046 | 41 | 69% | 18 | 31% | 0 | 0% |
| Solar Energy Equipment Dealers | 150,771 | 196 | 527 | 239 | 355 | 67% | 147 | 28% | 25 | 5% |
| Solar Energy Parts | 8,101 | 1,533 | 17 | 1,801 | 11 | 65% | 6 | 35% | 0 | 0% |
| Solar Energy Product Services | 16,143 | 1,070 | 57 | 1,070 | 29 | 51% | 16 | 28% | 12 | 21% |
| Solar Energy Products | 38,083 | 617 | 81 | 892 | 62 | 77% | 17 | 21% | 2 | 2% |
| Solar Panel Cleaning | 1,078 | 3,129 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Solar Pool Heater | 1,671 | 2,775 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Solder | 9 | 5,248 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Soldering Equipment | 159 | 4,394 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Soliciting Organizations | 15,532 | 1,094 | 14 | 1,924 | 7 | 50% | 6 | 43% | 1 | 7% |
| Solvent | 116 | 4,532 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|-----------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Solvent Reclaiming | 10 | 5,240 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sorting Machine | 470 | 3,760 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sound Control Structures | 358 | 3,926 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Sound Effect Records | 299 | 4,028 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sound Equipment | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sound Level Testing | 46 | 4,877 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sound Recording | 14,147 | 1,160 | 29 | 1,456 | 17 | 59% | 10 | 34% | 2 | 7% |
| Sound System | 16,636 | 1,057 | 101 | 772 | 80 | 79% | 19 | 19% | 2 | 2% |
| Soundproofing | 632 | 3,546 | 6 | 2,526 | 2 | 33% | 4 | 67% | 0 | 0% |
| Souvenir Milk Caps | 449 | 3,792 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Souvenirs Retail | 3,164 | 2,263 | 43 | 1,219 | 34 | 79% | 9 | 21% | 0 | 0% |
| Soybeans | 409 | 3,849 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Spa | 55,506 | 451 | 428 | 282 | 198 | 46% | 171 | 40% | 59 | 14% |
| Spark Plugs | 18 | 5,139 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Speaker Manufacturers | 902 | 3,270 | 11 | 2,095 | 7 | 64% | 4 | 36% | 0 | 0% |
| Speaker Repair | 1,875 | 2,679 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Special Education | 32,240 | 684 | 78 | 913 | 46 | 59% | 29 | 37% | 3 | 4% |
| Specialists | 53,020 | 475 | 252 | 405 | 164 | 65% | 85 | 34% | 3 | 1% |
| Specialty Auto Manufacturers | 1,816 | 2,705 | 10 | 2,159 | 9 | 90% | 1 | 10% | 0 | 0% |
| Specialty Auto Parts | 14,221 | 1,155 | 50 | 1,133 | 35 | 70% | 7 | 14% | 8 | 16% |
| Specialty Pharmacy | 5,966 | 1,768 | 19 | 1,732 | 16 | 84% | 3 | 16% | 0 | 0% |
| Specialty Schools | 24 | 5,070 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Speech Pathologist | 6,415 | 1,715 | 16 | 1,851 | 12 | 75% | 4 | 25% | 0 | 0% |
| Speed Reducer | 42 | 4,918 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Speedometer | 4,018 | 2,088 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Sperm Bank | 2,546 | 2,443 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Spice | 5,188 | 1,877 | 26 | 1,524 | 7 | 27% | 18 | 69% | 1 | 4% |
| Spill Control Equipment | 170 | 4,359 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Spill Control Service | 44 | 4,896 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Spinologist | 111 | 4,553 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Spires | 90 | 4,645 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Spiritualist | 7,589 | 1,577 | 44 | 1,202 | 39 | 89% | 3 | 7% | 2 | 5% |
| Spool | 150 | 4,421 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sport Fishing | 593 | 3,599 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Sporting Goods Repair | 3,740 | 2,142 | 24 | 1,578 | 9 | 38% | 4 | 17% | 11 | 46% |
| Sporting Goods Retail | 200,609 | 142 | 1,391 | 112 | 1,103 | 79% | 268 | 19% | 20 | 1% |
| Sports | 34 | 4,995 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Sports and Recreation | 25,128 | 807 | 265 | 393 | 146 | 55% | 109 | 41% | 10 | 4% |
| Sports Bar | 6,035 | 1,759 | 33 | 1,379 | 10 | 30% | 22 | 67% | 1 | 3% |
| Sports Hospitality | 1,203 | 3,044 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Sports Manager | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sports Medicine | 2,016 | 2,612 | 7 | 2,415 | 3 | 43% | 4 | 57% | 0 | 0% |
| Sports Memorabilia | 10,265 | 1,373 | 47 | 1,163 | 29 | 62% | 16 | 34% | 2 | 4% |
| Sports Photographers | 707 | 3,451 | 12 | 2,038 | 5 | 42% | 7 | 58% | 0 | 0% |
| Sports Promoter | 11,224 | 1,305 | 74 | 931 | 32 | 43% | 33 | 45% | 9 | 12% |
| Sportswear Manufacturer | 6,100 | 1,745 | 166 | 560 | 105 | 63% | 60 | 36% | 1 | 1% |
| Spray Foam Insulation Contractors | 22,302 | 866 | 23 | 1,601 | 13 | 57% | 9 | 39% | 1 | 4% |
| Spray On Siding | 448 | 3,795 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Spray On Truck Bed Liner | 2,701 | 2,397 | 6 | 2,526 | 3 | 50% | 3 | 50% | 0 | 0% |
| Spraying Equipment | 1,178 | 3,064 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Spring Manufacturers | 1,031 | 3,163 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Sprinkler Supervisory Service | 3,409 | 2,213 | 3 | 2,967 | 2 | 67% | 0 | 0% | 1 | 33% |
| Sprinkler System | 77,119 | 354 | 145 | 619 | 101 | 70% | 37 | 26% | 7 | 5% |
| Sprocket | 20 | 5,116 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Square Dance Clothes | 63 | 4,762 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|-----------------------------|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Stabilizer | 102 | 4,601 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Stables | 5,868 | 1,781 | 12 | 2,038 | 10 | 83% | 2 | 17% | 0 | 0% |
| Stage Lighting | 1,753 | 2,729 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Stained Glass | 6,628 | 1,691 | 16 | 1,851 | 4 | 25% | 12 | 75% | 0 | 0% |
| Stair Builders | 10,540 | 1,351 | 16 | 1,851 | 7 | 44% | 6 | 38% | 3 | 19% |
| Stair Lift | 17,865 | 1,007 | 49 | 1,144 | 49 | 100% | 0 | 0% | 0 | 0% |
| Stair Tread | 570 | 3,623 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Stake | 61 | 4,768 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Stamp Collecting | 7,742 | 1,564 | 21 | 1,665 | 9 | 43% | 12 | 57% | 0 | 0% |
| Stamp Collecting Supplies | 228 | 4,193 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Stamp Dealers | 30,113 | 725 | 69 | 967 | 53 | 77% | 16 | 23% | 0 | 0% |
| Stamp Machine | 60 | 4,776 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Stamp Pad | 37 | 4,966 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Stamped Concrete | 45 | 4,883 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Staples | 20 | 5,116 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| State Fairs | 241 | 4,157 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| State Government | 22,999 | 851 | 456 | 270 | 381 | 84% | 75 | 16% | 0 | 0% |
| State Lottery | 1,609 | 2,805 | 8 | 2,322 | 5 | 63% | 2 | 25% | 1 | 13% |
| Static Control | 75 | 4,710 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Stationers | 2,346 | 2,503 | 11 | 2,095 | 5 | 45% | 6 | 55% | 0 | 0% |
| Statistical Service | 785 | 3,386 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Statuary | 402 | 3,858 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Steam Baths | 1,215 | 3,034 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Steam Cleaning | 2,837 | 2,357 | 16 | 1,851 | 5 | 31% | 8 | 50% | 3 | 19% |
| Steam Cleaning - Automotive | 26 | 5,053 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Steam Generator | 161 | 4,387 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Steam Specialties | 223 | 4,212 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Steam Trap | 73 | 4,713 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Steamship Agencies | 1,347 | 2,956 | 9 | 2,239 | 7 | 78% | 2 | 22% | 0 | 0% |
| Steamship Companies | 78 | 4,692 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Steel | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Steel Distributors | 44 | 4,896 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Steel Erectors | 15,889 | 1,081 | 3 | 2,967 | 2 | 67% | 0 | 0% | 1 | 33% |
| Steel Fabrication | 41,840 | 576 | 192 | 509 | 185 | 96% | 6 | 3% | 1 | 1% |
| Steel Fabrication Equipment | 673 | 3,502 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Steel Mill | 1,220 | 3,029 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Steel Processing | 3,461 | 2,204 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Steel Stamps | 13 | 5,207 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Steel Warehouse | 7,773 | 1,561 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Steeple Jack | 207 | 4,255 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Steering Repair | 350 | 3,940 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Steering System | 730 | 3,430 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Stem Cell Nutrition | 1,085 | 3,124 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Stencil Cutting Machine | 19 | 5,123 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Stencils | 201 | 4,275 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Stenograph Machine | 59 | 4,783 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Stenographer | 612 | 3,571 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sterilizing Equipment | 104 | 4,593 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sterilizing Service | 55 | 4,809 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Stevedoring Contractors | 161 | 4,387 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Stock Brokers | 18,910 | 968 | 54 | 1,100 | 31 | 57% | 21 | 39% | 2 | 4% |
| Stock Certificates | 1,375 | 2,934 | 7 | 2,415 | 1 | 14% | 6 | 86% | 0 | 0% |
| Stock Exchange | 1,263 | 3,001 | 8 | 2,322 | 3 | 38% | 5 | 63% | 0 | 0% |
| Stock Photos | 9,169 | 1,443 | 37 | 1,301 | 37 | 100% | 0 | 0% | 0 | 0% |
| Stock Quotation | 712 | 3,445 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--------------------------------|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Stock Transfer Agents | 18,241 | 990 | 58 | 1,058 | 46 | 79% | 12 | 21% | 0 | 0% |
| Stockyards | 68 | 4,737 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Stone | 31 | 5,010 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Stone Cutters | 2,485 | 2,461 | 8 | 2,322 | 3 | 38% | 5 | 63% | 0 | 0% |
| Stone Setting | 10,545 | 1,349 | 18 | 1,764 | 8 | 44% | 9 | 50% | 1 | 6% |
| Stone Slinger | 196 | 4,290 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Stool | 171 | 4,357 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Storage | 73 | 4,713 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Storage Facility Referral | 539 | 3,660 | 10 | 2,159 | 7 | 70% | 3 | 30% | 0 | 0% |
| Storage Units | 127,084 | 226 | 1,704 | 87 | 1,379 | 81% | 314 | 18% | 11 | 1% |
| Store Fixtures | 3,009 | 2,303 | 8 | 2,322 | 6 | 75% | 2 | 25% | 0 | 0% |
| Store Front | 238 | 4,166 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Storm Shelters | 15,915 | 1,080 | 14 | 1,924 | 3 | 21% | 11 | 79% | 0 | 0% |
| Storm Window Repair | 4,291 | 2,029 | 9 | 2,239 | 3 | 33% | 6 | 67% | 0 | 0% |
| Storm Windows and Doors | 97,543 | 291 | 268 | 388 | 236 | 88% | 32 | 12% | 0 | 0% |
| Strainer Manufactures | 9 | 5,248 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Strapping | 290 | 4,045 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Strategic Planning Consultants | 5,426 | 1,844 | 7 | 2,415 | 4 | 57% | 3 | 43% | 0 | 0% |
| Street Cleaning | 804 | 3,370 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Street Cleaning Equipment | 183 | 4,334 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Street Lighting | 1,089 | 3,121 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Stress Relief Equipment | 209 | 4,245 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Structural Engineer | 19,942 | 931 | 12 | 2,038 | 9 | 75% | 2 | 17% | 1 | 8% |
| Structural Imaging | 56 | 4,802 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Structural Integration | 1,223 | 3,028 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Structural Steel Detailing | 3,671 | 2,160 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Stucco | 60,200 | 427 | 77 | 917 | 47 | 61% | 29 | 38% | 1 | 1% |
| Stucco Manufacturers | 331 | 3,968 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Student Exchange Programs | 11,118 | 1,315 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Student Housing | 7,794 | 1,558 | 82 | 884 | 48 | 59% | 33 | 40% | 1 | 1% |
| Studio Rental | 425 | 3,833 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Stump Grinding | 1,913 | 2,659 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Stump Removal | 9,729 | 1,406 | 11 | 2,095 | 3 | 27% | 8 | 73% | 0 | 0% |
| Subscription Agents | 64,768 | 405 | 511 | 250 | 414 | 81% | 88 | 17% | 9 | 2% |
| Sugar Brokers | 19 | 5,123 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Sugary Refinery | 93 | 4,632 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Suicide Prevention Services | 10 | 5,240 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sump Pump Contractors | 1,279 | 2,991 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sundial | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sundries | 1,306 | 2,979 | 6 | 2,526 | 2 | 33% | 4 | 67% | 0 | 0% |
| Sunglasses | 30,170 | 724 | 497 | 256 | 233 | 47% | 254 | 51% | 10 | 2% |
| Sunroof | 675 | 3,500 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sunroom Construction | 33,267 | 671 | 110 | 739 | 98 | 89% | 7 | 6% | 5 | 5% |
| Supplies | 46 | 4,877 | 1 | 3,539 | 0 | 0% | 0 | 0% | 1 | 100% |
| Support Groups | 7,295 | 1,602 | 9 | 2,239 | 2 | 22% | 7 | 78% | 0 | 0% |
| Surety Bonds | 668 | 3,506 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Surface Plate | 92 | 4,636 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Surfboard | 2,491 | 2,460 | 11 | 2,095 | 7 | 64% | 4 | 36% | 0 | 0% |
| Surfing | 4 | 5,334 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Surfing Lessons | 501 | 3,711 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Surgeons | 5,572 | 1,827 | 23 | 1,601 | 12 | 52% | 10 | 43% | 1 | 4% |
| Surgical Center | 6,401 | 1,717 | 38 | 1,288 | 29 | 76% | 8 | 21% | 1 | 3% |
| Surgical Instruments | 2,827 | 2,361 | 12 | 2,038 | 5 | 42% | 5 | 42% | 2 | 17% |
| Surgical Supplies | 3,820 | 2,125 | 32 | 1,394 | 31 | 97% | 1 | 3% | 0 | 0% |
| Surrogacy | 3,772 | 2,137 | 4 | 2,778 | 2 | 50% | 1 | 25% | 1 | 25% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|---|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Surveillance Equipment | 12,605 | 1,252 | 56 | 1,082 | 37 | 66% | 18 | 32% | 1 | 2% |
| Surveying Instruments | 763 | 3,403 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Surveys | 43 | 4,910 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Survival Supplies | 15,488 | 1,099 | 86 | 869 | 48 | 56% | 37 | 43% | 1 | 1% |
| Suspension Repair | 999 | 3,183 | 10 | 2,159 | 2 | 20% | 8 | 80% | 0 | 0% |
| Swap Shop | 597 | 3,594 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Sweater Trimming Services | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sweaters | 59 | 4,783 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Sweeping Compound | 23 | 5,085 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Sweeping Service | 2,068 | 2,595 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Sweepstakes | 41,444 | 580 | 65 | 1,003 | 34 | 52% | 14 | 22% | 17 | 26% |
| Swim Spas | 951 | 3,225 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Swimming Lessons | 5,704 | 1,809 | 42 | 1,232 | 19 | 45% | 22 | 52% | 1 | 2% |
| Swimming Pools | 20,677 | 911 | 87 | 851 | 40 | 46% | 46 | 53% | 1 | 1% |
| Swimwear | 14,135 | 1,162 | 143 | 625 | 70 | 49% | 71 | 50% | 2 | 1% |
| Sword | 2,482 | 2,463 | 24 | 1,578 | 18 | 75% | 6 | 25% | 0 | 0% |
| Synagogue | 190 | 4,315 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Synthetic Rubber | 600 | 3,590 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Syrup | 313 | 4,001 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| System Testing | 91 | 4,641 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| T Shirts | 113,251 | 257 | 987 | 146 | 576 | 58% | 338 | 34% | 73 | 7% |
| Table Pads | 4,442 | 2,002 | 11 | 2,095 | 11 | 100% | 0 | 0% | 0 | 0% |
| Table Suppliers | 22 | 5,098 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Table Tennis Equipment | 368 | 3,907 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Table Tennis Facilities | 39 | 4,941 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Table Top | 472 | 3,756 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Tablet Equipment | 155,627 | 190 | 3,379 | 46 | 2,648 | 78% | 692 | 20% | 39 | 1% |
| Tableting Machine | 7 | 5,279 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tachometer | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tags | 24 | 5,070 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tailor | 9,797 | 1,398 | 90 | 833 | 37 | 41% | 51 | 57% | 2 | 2% |
| Tailor Supplies | 208 | 4,249 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Tailoring Classes | 45 | 4,883 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Talent | 5 | 5,311 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Talent Agencies | 172,292 | 177 | 110 | 739 | 69 | 63% | 37 | 34% | 4 | 4% |
| Talent Listing | 100,436 | 283 | 49 | 1,144 | 46 | 94% | 3 | 6% | 0 | 0% |
| Talent Representation | 3,604 | 2,172 | 7 | 2,415 | 2 | 29% | 5 | 71% | 0 | 0% |
| Tank Cleaning | 1,071 | 3,131 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tank Heads | 184 | 4,330 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tank Inspection | 2,141 | 2,567 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Tank Lining | 613 | 3,570 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Tank Repair | 1,056 | 3,140 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Tankless Water Heaters | 2,881 | 2,340 | 23 | 1,601 | 20 | 87% | 3 | 13% | 0 | 0% |
| Tanners | 148 | 4,430 | 2 | 3,199 | 1 | 50% | 0 | 0% | 1 | 50% |
| Tanning Equipment | 4,855 | 1,929 | 12 | 2,038 | 10 | 83% | 1 | 8% | 1 | 8% |
| Tanning Salons | 30,082 | 726 | 511 | 250 | 267 | 52% | 205 | 40% | 39 | 8% |
| Tanning Supplies | 353 | 3,937 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tape Dispenser | 235 | 4,174 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tape Recorder Parts | 8 | 5,260 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tape Recorder Repair | 200 | 4,278 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tape Recorder Sales | 82 | 4,676 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Tape Recorder Wholesale and Manufacturers | 89 | 4,650 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tapestry | 508 | 3,706 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Tariff Bureaus | 7 | 5,279 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tarp | 2,431 | 2,475 | 8 | 2,322 | 7 | 88% | 1 | 13% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|--|--------------------|-------------------|----------------|--------------------|----------------|------------|--------------------|------------|-------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Tattoo Removal | 4,921 | 1,918 | 42 | 1,232 | 7 | 17% | 6 | 14% | 29 | 69% |
| Tattoos | 40,598 | 590 | 201 | 490 | 96 | 48% | 96 | 48% | 9 | 4% |
| Tax Attorney | 18,948 | 967 | 13 | 1,983 | 11 | 85% | 2 | 15% | 0 | 0% |
| Tax Consultant | 259,760 | 97 | 532 | 237 | 433 | 81% | 87 | 16% | 12 | 2% |
| Tax Enrolled Agent | 9,130 | 1,447 | 6 | 2,526 | 6 | 100% | 0 | 0% | 0 | 0% |
| Tax Negotiators | 14,836 | 1,125 | 15 | 1,888 | 12 | 80% | 3 | 20% | 0 | 0% |
| Tax Reporting Service | 13,171 | 1,220 | 47 | 1,163 | 28 | 60% | 18 | 38% | 1 | 2% |
| Tax Representative | 187 | 4,322 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tax Return Preparation | 401,325 | 66 | 1,397 | 111 | 918 | 66% | 450 | 32% | 29 | 2% |
| Tax Software | 6,542 | 1,700 | 35 | 1,334 | 27 | 77% | 7 | 20% | 1 | 3% |
| Taxes | 11 | 5,230 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Taxi | 45,153 | 539 | 233 | 433 | 106 | 45% | 114 | 49% | 13 | 6% |
| Taxidermy | 15,111 | 1,112 | 71 | 952 | 27 | 38% | 44 | 62% | 0 | 0% |
| Taxidermy Supplies | 125 | 4,497 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Tea Manufacturers | 638 | 3,535 | 9 | 2,239 | 4 | 44% | 4 | 44% | 1 | 11% |
| Teacher Agency | 6,716 | 1,678 | 10 | 2,159 | 8 | 80% | 2 | 20% | 0 | 0% |
| Tear Gas | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Technical Recruiting | 2,485 | 2,461 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Technical Staffing | 16,307 | 1,063 | 17 | 1,801 | 9 | 53% | 8 | 47% | 0 | 0% |
| Technical Writing | 3,689 | 2,155 | 15 | 1,888 | 1 | 7% | 14 | 93% | 0 | 0% |
| Technology Litigation | 2,196 | 2,543 | 59 | 1,046 | 3 | 5% | 8 | 14% | 48 | 81% |
| Teeth Whitening | 12,974 | 1,227 | 102 | 769 | 79 | 77% | 23 | 23% | 0 | 0% |
| Telecommunication Consultants | 10,940 | 1,327 | 48 | 1,154 | 33 | 69% | 15 | 31% | 0 | 0% |
| Telecommunication Design | 3,023 | 2,299 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Telecommunication Equipment | 23,227 | 844 | 218 | 448 | 194 | 89% | 20 | 9% | 4 | 2% |
| Telecommunication Equipment Repair | 19,088 | 961 | 89 | 843 | 76 | 85% | 13 | 15% | 0 | 0% |
| Telecommunications | 1,707 | 2,755 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Teleconference | 1,737 | 2,739 | 9 | 2,239 | 5 | 56% | 4 | 44% | 0 | 0% |
| Telegraph Service | 778 | 3,390 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Telemarketing Services | 80,361 | 337 | 152 | 601 | 76 | 50% | 58 | 38% | 18 | 12% |
| Telemetry Equipment | 18 | 5,139 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Telephone 900 Number Resellers | 266 | 4,108 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Telephone Advertising | 3,563 | 2,178 | 20 | 1,692 | 12 | 60% | 8 | 40% | 0 | 0% |
| Telephone Answering Systems | 4,349 | 2,017 | 2 | 3,199 | 0 | 0% | 1 | 50% | 1 | 50% |
| Telephone Contractors | 228 | 4,193 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Telephone Equipment Repair | 14,165 | 1,159 | 55 | 1,091 | 29 | 53% | 23 | 42% | 3 | 5% |
| Telephone Installation | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Telephone Parts | 1,194 | 3,052 | 11 | 2,095 | 6 | 55% | 3 | 27% | 2 | 18% |
| Telephone Solicitation | 6,967 | 1,645 | 8 | 2,322 | 0 | 0% | 2 | 25% | 6 | 75% |
| Telephone System Dealers | 38,825 | 608 | 383 | 313 | 321 | 84% | 60 | 16% | 2 | 1% |
| Telephones | 504,831 | 50 | 33,321 | 1 | 32,987 | 99% | 255 | 1% | 79 | 0% |
| Telescope | 2,614 | 2,419 | 25 | 1,552 | 11 | 44% | 14 | 56% | 0 | 0% |
| Teletypewriter | 14 | 5,188 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Teletypewriters Message Service | 109 | 4,575 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Television & Radio Parts - Wholesale and Manufacturers | 7,174 | 1,622 | 71 | 952 | 71 | 100% | 0 | 0% | 0 | 0% |
| Television Program Producers | 3,002 | 2,305 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Television Station Reps | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Temperature Measuring Materials | 311 | 4,005 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Tempered Glass | 675 | 3,500 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Templates | 5 | 5,311 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tenant Screening | 17,610 | 1,015 | 60 | 1,042 | 56 | 93% | 4 | 7% | 0 | 0% |
| Tennis Court Construction | 2,780 | 2,377 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tennis Court Enclosures | 9 | 5,248 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tennis Court Resurfacing | 318 | 3,990 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Tennis Equipment | 1,787 | 2,718 | 4 | 2,778 | 2 | 50% | 1 | 25% | 1 | 25% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|------------------------------------|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Tennis Lessons | 1,060 | 3,137 | 8 | 2,322 | 2 | 25% | 6 | 75% | 0 | 0% |
| Tennis Stringing Machine | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tent Rentals | 5,069 | 1,898 | 18 | 1,764 | 8 | 44% | 10 | 56% | 0 | 0% |
| Tents | 3,383 | 2,220 | 17 | 1,801 | 10 | 59% | 7 | 41% | 0 | 0% |
| Termite Control | 16,087 | 1,072 | 22 | 1,641 | 16 | 73% | 6 | 27% | 0 | 0% |
| Terra Cotta | 21 | 5,107 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Terraseeding | 8 | 5,260 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Terrazzo | 343 | 3,952 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Terrazzo Supplies | 23 | 5,085 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Test Publishers | 14,746 | 1,131 | 81 | 892 | 76 | 94% | 5 | 6% | 0 | 0% |
| Testing Equipment | 2,180 | 2,549 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Textbooks | 66,868 | 390 | 348 | 326 | 295 | 85% | 34 | 10% | 19 | 5% |
| Textile Brokers | 899 | 3,274 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Textile Converting | 179 | 4,345 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Textile Engravers | 85 | 4,663 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Textile Fibers | 1,097 | 3,112 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Textile Mill Supplies | 358 | 3,926 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Textile Printing Equipment | 901 | 3,272 | 5 | 2,648 | 1 | 20% | 3 | 60% | 1 | 20% |
| Theater Stage Play Houses | 2,316 | 2,509 | 25 | 1,552 | 14 | 56% | 11 | 44% | 0 | 0% |
| Theater Supplies | 1,306 | 2,979 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Theatre | 15,962 | 1,079 | 272 | 386 | 148 | 54% | 121 | 44% | 3 | 1% |
| Theatrical Agencies | 3,379 | 2,221 | 8 | 2,322 | 4 | 50% | 4 | 50% | 0 | 0% |
| Theatrical Makeup | 175 | 4,351 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Theatrical Managers and Producers | 800 | 3,375 | 5 | 2,648 | 2 | 40% | 3 | 60% | 0 | 0% |
| Therapeutic Massage | 18,235 | 992 | 164 | 569 | 93 | 57% | 64 | 39% | 7 | 4% |
| Therapy | 13 | 5,207 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Therapy Dogs | 111 | 4,553 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Thermal Remediation | 99 | 4,612 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Thermocouple | 110 | 4,560 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Thermograph Equipment and Supplies | 153 | 4,410 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Thermographer | 115 | 4,536 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Thermometer | 80 | 4,682 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Thermostat | 711 | 3,448 | 13 | 1,983 | 4 | 31% | 9 | 69% | 0 | 0% |
| Thread | 126 | 4,494 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Thread Rolling | 39 | 4,941 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Threaded Rod | 188 | 4,320 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Threat and Fraud Assessment | 350 | 3,940 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Thrift Shop | 12,627 | 1,248 | 82 | 884 | 47 | 57% | 33 | 40% | 2 | 2% |
| Ticket Brokers | 26,122 | 784 | 85 | 872 | 65 | 76% | 19 | 22% | 1 | 1% |
| Ticket Issuing Machines | 12 | 5,217 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Ticket Printer | 7 | 5,279 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tile and Grout Cleaning | 16,792 | 1,047 | 30 | 1,431 | 22 | 73% | 8 | 27% | 0 | 0% |
| Tile and Marble | 20,559 | 917 | 55 | 1,091 | 32 | 58% | 21 | 38% | 2 | 4% |
| Tile Manufacturers | 1,598 | 2,812 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Tile Restoration | 3,881 | 2,115 | 20 | 1,692 | 9 | 45% | 9 | 45% | 2 | 10% |
| Tile Roofing Contractors | 4,279 | 2,034 | 8 | 2,322 | 3 | 38% | 5 | 63% | 0 | 0% |
| Tile Sales | 6,213 | 1,733 | 26 | 1,524 | 17 | 65% | 8 | 31% | 1 | 4% |
| Tiling | 110 | 4,560 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Timber Companies | 10,523 | 1,352 | 14 | 1,924 | 8 | 57% | 5 | 36% | 1 | 7% |
| Timber Framing | 1,373 | 2,937 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Time Cards | 2,417 | 2,482 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Time Lock | 212 | 4,235 | 4 | 2,778 | 0 | 0% | 4 | 100% | 0 | 0% |
| Time Share Computers | 18 | 5,139 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Time Stamps | 91 | 4,641 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Timeshare Advocates | 204,830 | 138 | 188 | 516 | 160 | 85% | 27 | 14% | 1 | 1% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|---------------------------------------|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Timeshare Companies | 161,340 | 185 | 1,147 | 130 | 954 | 83% | 165 | 14% | 28 | 2% |
| Timeshare Resale and Rental Marketing | 212,536 | 129 | 626 | 214 | 302 | 48% | 246 | 39% | 78 | 12% |
| Timeshare Transfer | 220,395 | 123 | 341 | 329 | 231 | 68% | 88 | 26% | 22 | 6% |
| Timing Devices | 141 | 4,453 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tin | 15 | 5,175 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tinning | 47 | 4,868 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tinware | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tiny Houses | 678 | 3,493 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Tire Dealers | 178,042 | 166 | 1,561 | 98 | 1,105 | 71% | 437 | 28% | 19 | 1% |
| Tire Manufacturers | 7,128 | 1,630 | 190 | 511 | 183 | 96% | 7 | 4% | 0 | 0% |
| Tire Repair | 2,915 | 2,327 | 69 | 967 | 32 | 46% | 36 | 52% | 1 | 1% |
| Tire Retreading Equipment | 787 | 3,384 | 7 | 2,415 | 2 | 29% | 4 | 57% | 1 | 14% |
| Tire Sealant | 191 | 4,310 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Tire Storage | 169 | 4,364 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Titanium | 57 | 4,798 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Title Agent | 165,630 | 182 | 346 | 327 | 262 | 76% | 72 | 21% | 12 | 3% |
| Title Companies | 1,414 | 2,903 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Title Loans | 33,702 | 668 | 179 | 531 | 109 | 61% | 61 | 34% | 9 | 5% |
| Titling Service | 42 | 4,918 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tobacco Buyers | 55 | 4,809 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tobacco Equipment | 66 | 4,750 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Tobacco Growers | 40 | 4,930 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Tobacco Leaf - Wholesale | 229 | 4,189 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Tobacco Machines | 151 | 4,413 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Tobacco Manufacturers | 983 | 3,198 | 11 | 2,095 | 10 | 91% | 1 | 9% | 0 | 0% |
| Tobacco Store | 29,496 | 732 | 261 | 394 | 147 | 56% | 107 | 41% | 7 | 3% |
| Tobacco Warehouse | 208 | 4,249 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tobacco Wholesale | 3,148 | 2,269 | 6 | 2,526 | 2 | 33% | 4 | 67% | 0 | 0% |
| Toilet Seats | 873 | 3,297 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Toll Booth | 16,558 | 1,058 | 415 | 290 | 367 | 88% | 46 | 11% | 2 | 0% |
| Toner Cartridges | 15,598 | 1,091 | 58 | 1,058 | 40 | 69% | 17 | 29% | 1 | 2% |
| Tool and Die Supplies | 678 | 3,493 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Tool Design | 906 | 3,265 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Tool Grinding Industrial | 476 | 3,751 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Tool Holders | 1,379 | 2,931 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Tool Rental | 6,704 | 1,684 | 21 | 1,665 | 15 | 71% | 5 | 24% | 1 | 5% |
| Tool Salvage | 248 | 4,144 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tool Shed | 32,839 | 677 | 85 | 872 | 51 | 60% | 29 | 34% | 5 | 6% |
| Tools | 37 | 4,966 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Topsoil | 5,708 | 1,808 | 12 | 2,038 | 5 | 42% | 6 | 50% | 1 | 8% |
| Tortilla Equipment | 51 | 4,840 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Touch Screens | 385 | 3,882 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Touch Up Artist | 32 | 5,004 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tour Operators | 127,328 | 225 | 313 | 354 | 240 | 77% | 73 | 23% | 0 | 0% |
| Tourist Attractions | 6,493 | 1,708 | 50 | 1,133 | 28 | 56% | 22 | 44% | 0 | 0% |
| Tourist Home | 1,394 | 2,922 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Tourist Information | 7,051 | 1,639 | 18 | 1,764 | 10 | 56% | 8 | 44% | 0 | 0% |
| Tournament | 968 | 3,213 | 7 | 2,415 | 4 | 57% | 3 | 43% | 0 | 0% |
| Towel Supply Service | 1,137 | 3,089 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Towel Wholesale | 1,462 | 2,878 | 7 | 2,415 | 6 | 86% | 1 | 14% | 0 | 0% |
| Tower | 5,134 | 1,884 | 23 | 1,601 | 11 | 48% | 10 | 43% | 2 | 9% |
| Towing Company | 383,822 | 69 | 2,764 | 59 | 1,364 | 49% | 1,361 | 49% | 39 | 1% |
| Toy Making Supplies | 802 | 3,373 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Toys | 54,071 | 469 | 781 | 177 | 613 | 78% | 132 | 17% | 36 | 5% |
| Tractor Cab | 0 | 5,464 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--------------------------------------|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Tractor Dealers | 16,214 | 1,066 | 67 | 986 | 54 | 81% | 11 | 16% | 2 | 3% |
| Tractor Manufacturers | 1,903 | 2,668 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Tractor Parts | 8,661 | 1,485 | 33 | 1,379 | 18 | 55% | 15 | 45% | 0 | 0% |
| Tractor Rentals | 615 | 3,566 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Tractor Repair | 4,231 | 2,048 | 11 | 2,095 | 7 | 64% | 4 | 36% | 0 | 0% |
| Tractor Work | 495 | 3,721 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Trade Associations | 14 | 5,188 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Trade Exchange | 5,712 | 1,806 | 34 | 1,362 | 27 | 79% | 6 | 18% | 1 | 3% |
| Trade Publications | 24,006 | 829 | 194 | 505 | 179 | 92% | 15 | 8% | 0 | 0% |
| Trademark Attorney | 1,331 | 2,964 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Trademark Consultant | 13,694 | 1,188 | 26 | 1,524 | 19 | 73% | 6 | 23% | 1 | 4% |
| Trademark Infringement Investigators | 67 | 4,740 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Trading Stamps | 1,091 | 3,118 | 12 | 2,038 | 0 | 0% | 12 | 100% | 0 | 0% |
| Traffic Consultants | 12,626 | 1,249 | 111 | 732 | 91 | 82% | 11 | 10% | 9 | 8% |
| Traffic Control Service | 2,734 | 2,387 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Traffic Engineers | 1,629 | 2,796 | 5 | 2,648 | 5 | 100% | 0 | 0% | 0 | 0% |
| Traffic Law Attorney | 6,252 | 1,731 | 13 | 1,983 | 10 | 77% | 3 | 23% | 0 | 0% |
| Traffic School | 32,913 | 675 | 126 | 681 | 124 | 98% | 0 | 0% | 2 | 2% |
| Traffic Signs and Signals | 3,515 | 2,187 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Trailer Hitches | 7,481 | 1,591 | 9 | 2,239 | 8 | 89% | 1 | 11% | 0 | 0% |
| Trailer Leasing | 7,078 | 1,634 | 23 | 1,601 | 12 | 52% | 11 | 48% | 0 | 0% |
| Trailer Parts | 9,123 | 1,448 | 35 | 1,334 | 29 | 83% | 6 | 17% | 0 | 0% |
| Trailer Repair | 11,616 | 1,288 | 26 | 1,524 | 15 | 58% | 9 | 35% | 2 | 8% |
| Trailer Sales | 35,429 | 643 | 99 | 783 | 76 | 77% | 21 | 21% | 2 | 2% |
| Trailer Storage | 1,324 | 2,967 | 8 | 2,322 | 7 | 88% | 1 | 13% | 0 | 0% |
| Training Program | 155,420 | 191 | 369 | 319 | 255 | 69% | 108 | 29% | 6 | 2% |
| Training Videos | 6,770 | 1,670 | 15 | 1,888 | 9 | 60% | 6 | 40% | 0 | 0% |
| Trampoline | 5,057 | 1,901 | 25 | 1,552 | 16 | 64% | 9 | 36% | 0 | 0% |
| Transcription Services | 11,844 | 1,284 | 6 | 2,526 | 4 | 67% | 2 | 33% | 0 | 0% |
| Transformers | 605 | 3,581 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Transit Advertising | 3,971 | 2,093 | 17 | 1,801 | 1 | 6% | 14 | 82% | 2 | 12% |
| Transit Line | 1,992 | 2,625 | 11 | 2,095 | 9 | 82% | 2 | 18% | 0 | 0% |
| Transitional Housing | 2,771 | 2,379 | 9 | 2,239 | 6 | 67% | 2 | 22% | 1 | 11% |
| Translation Equipment | 51 | 4,840 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Translators | 42,751 | 565 | 20 | 1,692 | 13 | 65% | 7 | 35% | 0 | 0% |
| Transmission | 238,318 | 114 | 1,182 | 126 | 818 | 69% | 325 | 27% | 39 | 3% |
| Transportation | 195,041 | 148 | 2,037 | 78 | 473 | 23% | 1,551 | 76% | 13 | 1% |
| Transportation Consultants | 18,696 | 978 | 45 | 1,189 | 24 | 53% | 20 | 44% | 1 | 2% |
| Transporting Trailers | 7,259 | 1,609 | 27 | 1,507 | 16 | 59% | 11 | 41% | 0 | 0% |
| Trapping Supplies | 333 | 3,964 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Travel Agency | 808,949 | 30 | 4,780 | 29 | 4,239 | 89% | 507 | 11% | 34 | 1% |
| Travel Agent Mills | 5,853 | 1,785 | 11 | 2,095 | 7 | 64% | 4 | 36% | 0 | 0% |
| Travel and Tourism Education | 863 | 3,315 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Travel Club | 242,253 | 111 | 1,145 | 132 | 891 | 78% | 217 | 19% | 37 | 3% |
| Travel Escorts | 2,435 | 2,473 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Travel Insurance | 36,293 | 631 | 317 | 349 | 309 | 97% | 7 | 2% | 1 | 0% |
| Travel Services | 12,774 | 1,240 | 43 | 1,219 | 20 | 47% | 20 | 47% | 3 | 7% |
| Travelers Checks | 160 | 4,390 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Treated Lumber | 359 | 3,924 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Treatment Centers | 2,368 | 2,497 | 12 | 2,038 | 8 | 67% | 4 | 33% | 0 | 0% |
| Tree Care | 437 | 3,814 | 3 | 2,967 | 1 | 33% | 1 | 33% | 1 | 33% |
| Tree Climbing Training | 19 | 5,123 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tree Pruning Service | 11,467 | 1,295 | 28 | 1,476 | 14 | 50% | 13 | 46% | 1 | 4% |
| Tree Service | 1,028,967 | 26 | 1,517 | 102 | 641 | 42% | 770 | 51% | 106 | 7% |
| Tree Service Equipment | 1,375 | 2,934 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|------------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Tree Transplanting Service | 898 | 3,276 | 6 | 2,526 | 1 | 17% | 5 | 83% | 0 | 0% |
| Trenching Contractors | 1,799 | 2,710 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Trike Conversions, Sales & Service | 592 | 3,601 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Trophies | 11,291 | 1,303 | 13 | 1,983 | 8 | 62% | 5 | 38% | 0 | 0% |
| Tropical Fish | 6,008 | 1,762 | 33 | 1,379 | 19 | 58% | 10 | 30% | 4 | 12% |
| Truck Accessories | 12,820 | 1,238 | 43 | 1,219 | 28 | 65% | 14 | 33% | 1 | 2% |
| Truck Bed Liner | 2,010 | 2,615 | 5 | 2,648 | 2 | 40% | 3 | 60% | 0 | 0% |
| Truck Bodies | 1,838 | 2,697 | 5 | 2,648 | 4 | 80% | 1 | 20% | 0 | 0% |
| Truck Cab | 616 | 3,565 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Truck Caps | 3,685 | 2,156 | 14 | 1,924 | 14 | 100% | 0 | 0% | 0 | 0% |
| Truck Dealers | 53,036 | 474 | 246 | 416 | 190 | 77% | 54 | 22% | 2 | 1% |
| Truck Driver Leasing | 1,459 | 2,881 | 3 | 2,967 | 2 | 67% | 0 | 0% | 1 | 33% |
| Truck Driver Training | 14,136 | 1,161 | 20 | 1,692 | 10 | 50% | 9 | 45% | 1 | 5% |
| Truck Equipment | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Truck Lettering | 712 | 3,445 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Truck Manufacturers | 3,091 | 2,283 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Truck Parts | 23,871 | 831 | 66 | 992 | 43 | 65% | 20 | 30% | 3 | 5% |
| Truck Permits | 1,599 | 2,811 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Truck Refrigeration Equipment | 997 | 3,185 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Truck Rentals | 15,763 | 1,086 | 861 | 168 | 842 | 98% | 19 | 2% | 0 | 0% |
| Truck Repair | 60,471 | 424 | 178 | 535 | 129 | 72% | 49 | 28% | 0 | 0% |
| Truck Stop | 2,130 | 2,573 | 13 | 1,983 | 7 | 54% | 4 | 31% | 2 | 15% |
| Truck Terminal | 128 | 4,487 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Truck Trailer | 5,765 | 1,792 | 19 | 1,732 | 12 | 63% | 7 | 37% | 0 | 0% |
| Truck Transmission | 3,134 | 2,276 | 10 | 2,159 | 7 | 70% | 3 | 30% | 0 | 0% |
| Truck Wash | 1,922 | 2,653 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Truck Wash Equipment | 657 | 3,516 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Trucking | 80,437 | 336 | 134 | 655 | 72 | 54% | 59 | 44% | 3 | 2% |
| Trucking Transportation Brokers | 57,479 | 441 | 92 | 821 | 65 | 71% | 27 | 29% | 0 | 0% |
| Trucks | 28 | 5,034 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Trusses | 4,034 | 2,085 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Trust Attorney | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Trust Company | 32,940 | 674 | 65 | 1,003 | 53 | 82% | 12 | 18% | 0 | 0% |
| Tube Bending | 558 | 3,636 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Tube Cleaning | 26 | 5,053 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tube Fittings | 196 | 4,290 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tubing | 6 | 5,290 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Tuckpointing | 12,104 | 1,270 | 10 | 2,159 | 6 | 60% | 3 | 30% | 1 | 10% |
| Tunneling Contractors | 216 | 4,227 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Turbine | 718 | 3,439 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Turbocharger | 1,637 | 2,794 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Turnstile | 61 | 4,768 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Turntables | 315 | 3,998 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Tutoring | 55,809 | 449 | 112 | 729 | 80 | 71% | 28 | 25% | 4 | 4% |
| Tuxedo Rentals | 1,015 | 3,175 | 19 | 1,732 | 12 | 63% | 7 | 37% | 0 | 0% |
| TV Advertising | 3,944 | 2,100 | 11 | 2,095 | 6 | 55% | 4 | 36% | 1 | 9% |
| TV and Radio Dealers | 24,463 | 820 | 161 | 577 | 66 | 41% | 77 | 48% | 18 | 11% |
| TV and Radio Repair | 35,023 | 648 | 189 | 512 | 99 | 52% | 82 | 43% | 8 | 4% |
| TV Home Shopping | 31,328 | 700 | 691 | 201 | 660 | 96% | 28 | 4% | 3 | 0% |
| TV Parts | 7,211 | 1,618 | 41 | 1,248 | 19 | 46% | 14 | 34% | 8 | 20% |
| TV Program Distributors | 7,489 | 1,590 | 688 | 203 | 678 | 99% | 7 | 1% | 3 | 0% |
| TV Station Equipment | 375 | 3,897 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| TV Stations | 17,202 | 1,029 | 189 | 512 | 149 | 79% | 39 | 21% | 1 | 1% |
| Twine | 45 | 4,883 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Two Way Radios | 1,509 | 2,852 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|------------------------------------|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Typesetting | 457 | 3,776 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Typewriter | 355 | 3,933 | 7 | 2,415 | 5 | 71% | 2 | 29% | 0 | 0% |
| Typewriter Supplies | 100 | 4,610 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Typographer | 856 | 3,324 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| U-Catch Fishing | 150 | 4,421 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| U.S. Government | 6,615 | 1,692 | 16 | 1,851 | 3 | 19% | 12 | 75% | 1 | 6% |
| Ultrasonic Equipment | 294 | 4,035 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Ultrasound | 3,591 | 2,174 | 8 | 2,322 | 5 | 63% | 3 | 38% | 0 | 0% |
| Umbrella | 1,216 | 3,032 | 20 | 1,692 | 6 | 30% | 12 | 60% | 2 | 10% |
| Umbrella Repair | 1 | 5,424 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Unclaimed Funds Retrieval Services | 124,449 | 235 | 42 | 1,232 | 34 | 81% | 7 | 17% | 1 | 2% |
| Underground Sprinkler Parts | 1,348 | 2,952 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Underground Structural Support | 569 | 3,625 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Underlayment Contractor | 8 | 5,260 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Unemployment Representation | 245 | 4,151 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Unfinished Furniture | 3,966 | 2,095 | 25 | 1,552 | 21 | 84% | 4 | 16% | 0 | 0% |
| Uniform | 32,019 | 691 | 179 | 531 | 137 | 77% | 40 | 22% | 2 | 1% |
| Uniform Accessories | 3,143 | 2,270 | 98 | 787 | 89 | 91% | 9 | 9% | 0 | 0% |
| Uniform Embroidery | 2,907 | 2,330 | 12 | 2,038 | 6 | 50% | 6 | 50% | 0 | 0% |
| Uniform Supply Service | 5,560 | 1,831 | 35 | 1,334 | 25 | 71% | 10 | 29% | 0 | 0% |
| Union Employment Service | 227 | 4,200 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Universal Joint | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Upholsterer | 49,028 | 509 | 105 | 758 | 53 | 50% | 48 | 46% | 4 | 4% |
| Upholstery Cleaning | 44,344 | 545 | 138 | 646 | 63 | 46% | 69 | 50% | 6 | 4% |
| Upholstery Fabric | 8,450 | 1,500 | 28 | 1,476 | 11 | 39% | 16 | 57% | 1 | 4% |
| Upholstery Supplies | 1,819 | 2,703 | 13 | 1,983 | 13 | 100% | 0 | 0% | 0 | 0% |
| Urban Farmer | 81 | 4,678 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Urgent Care Clinic | 15,489 | 1,098 | 255 | 402 | 166 | 65% | 89 | 35% | 0 | 0% |
| Urologist | 4,164 | 2,064 | 30 | 1,431 | 25 | 83% | 5 | 17% | 0 | 0% |
| Used and Rebuilt Auto Parts | 60,097 | 428 | 327 | 339 | 202 | 62% | 116 | 35% | 9 | 3% |
| Used Appliances | 27,123 | 769 | 260 | 396 | 108 | 42% | 140 | 54% | 12 | 5% |
| Used Auto Parts | 31,330 | 698 | 425 | 283 | 286 | 67% | 132 | 31% | 7 | 2% |
| Used Books | 12,172 | 1,265 | 57 | 1,070 | 42 | 74% | 15 | 26% | 0 | 0% |
| Used Bottles | 79 | 4,690 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Used Boxes | 39 | 4,941 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Used Brick | 98 | 4,616 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Used Building Materials | 1,348 | 2,952 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Used Bus | 609 | 3,576 | 1 | 3,539 | 0 | 0% | 0 | 0% | 1 | 100% |
| Used Car Dealers | 2,481,223 | 4 | 15,191 | 7 | 10,855 | 71% | 4,097 | 27% | 238 | 2% |
| Used Carpet | 7,985 | 1,542 | 22 | 1,641 | 18 | 82% | 4 | 18% | 0 | 0% |
| Used Computers | 22,520 | 859 | 40 | 1,257 | 32 | 80% | 7 | 18% | 1 | 3% |
| Used Drums | 110 | 4,560 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Used Electric Equipment | 842 | 3,333 | 8 | 2,322 | 5 | 63% | 3 | 38% | 0 | 0% |
| Used Electric Motors | 67 | 4,740 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Used Furniture | 8,760 | 1,478 | 58 | 1,058 | 25 | 43% | 28 | 48% | 5 | 9% |
| Used Lumber | 297 | 4,030 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Used Machinery | 3,907 | 2,110 | 13 | 1,983 | 6 | 46% | 7 | 54% | 0 | 0% |
| Used Office Equipment | 31 | 5,010 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Used Office Furniture | 2,145 | 2,563 | 4 | 2,778 | 0 | 0% | 3 | 75% | 1 | 25% |
| Used Pipe | 21 | 5,107 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Used Plumbing Supplies | 195 | 4,293 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Used Steel | 85 | 4,663 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Used Store Fixtures | 35 | 4,985 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Used Tanks | 8 | 5,260 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Utility Billing | 14,305 | 1,152 | 90 | 833 | 87 | 97% | 3 | 3% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Utility Contractors | 38,643 | 609 | 301 | 368 | 275 | 91% | 24 | 8% | 2 | 1% |
| Utility Installation | 3,419 | 2,211 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Utility Locating | 5,723 | 1,803 | 6 | 2,526 | 6 | 100% | 0 | 0% | 0 | 0% |
| Utility Tax Refunds for Manufacturers and Business | 120 | 4,516 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Utility Trailers | 13,425 | 1,201 | 45 | 1,189 | 34 | 76% | 11 | 24% | 0 | 0% |
| Utility Water Company | 44,383 | 543 | 820 | 172 | 695 | 85% | 125 | 15% | 0 | 0% |
| UV Lamp | 160 | 4,390 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Vacation Certificates and Vouchers | 172,810 | 176 | 834 | 171 | 533 | 64% | 239 | 29% | 62 | 7% |
| Vacation Rentals | 188,051 | 152 | 912 | 158 | 692 | 76% | 185 | 20% | 35 | 4% |
| Vacation Timeshare | 149,169 | 197 | 1,711 | 86 | 1,656 | 97% | 40 | 2% | 15 | 1% |
| Vacuum Cleaners | 94,185 | 297 | 316 | 351 | 192 | 61% | 113 | 36% | 11 | 3% |
| Vacuum Cleaners Parts | 7,670 | 1,570 | 15 | 1,888 | 12 | 80% | 3 | 20% | 0 | 0% |
| Vacuum Cleaners Repair | 15,605 | 1,090 | 62 | 1,028 | 28 | 45% | 30 | 48% | 4 | 6% |
| Vacuum Cleaning Systems | 13,921 | 1,182 | 61 | 1,034 | 38 | 62% | 22 | 36% | 1 | 2% |
| Vacuum Coating | 117 | 4,526 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Vacuum Equipment | 8,286 | 1,520 | 29 | 1,456 | 21 | 72% | 8 | 28% | 0 | 0% |
| Vacuum Systems | 24 | 5,070 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Vacuum Truck | 689 | 3,477 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Valet Service | 9,046 | 1,454 | 80 | 899 | 47 | 59% | 32 | 40% | 1 | 1% |
| Valve | 3,088 | 2,284 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Valve Repair | 302 | 4,025 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Van Conversions | 7,279 | 1,604 | 26 | 1,524 | 24 | 92% | 2 | 8% | 0 | 0% |
| Vanity Publisher | 6,576 | 1,696 | 34 | 1,362 | 10 | 29% | 24 | 71% | 0 | 0% |
| Vaporizer | 12,071 | 1,272 | 92 | 821 | 51 | 55% | 40 | 43% | 1 | 1% |
| Variable Speed Drive | 79 | 4,690 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Variety Store | 5,365 | 1,851 | 116 | 713 | 19 | 16% | 95 | 82% | 2 | 2% |
| Vascular Surgeon | 686 | 3,482 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Vegetable Oil | 469 | 3,762 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Vehicle Sales Manufacturing Companies | 3,248 | 2,245 | 25 | 1,552 | 18 | 72% | 7 | 28% | 0 | 0% |
| Vehicle Transport | 68,959 | 382 | 168 | 557 | 93 | 55% | 71 | 42% | 4 | 2% |
| Vehicle Undercoating | 2,282 | 2,520 | 4 | 2,778 | 1 | 25% | 3 | 75% | 0 | 0% |
| Vein Clinic | 991 | 3,187 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Vending Machine Supplies | 6,555 | 1,698 | 9 | 2,239 | 4 | 44% | 4 | 44% | 1 | 11% |
| Vending Machines | 48,361 | 518 | 76 | 921 | 48 | 63% | 25 | 33% | 3 | 4% |
| Venetian Blind Cleaning | 2,791 | 2,373 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Venetian Blind Dealers | 16,792 | 1,047 | 73 | 935 | 66 | 90% | 7 | 10% | 0 | 0% |
| Venetian Blind Manufacturer | 2,113 | 2,581 | 5 | 2,648 | 5 | 100% | 0 | 0% | 0 | 0% |
| Venetian Blind Parts | 440 | 3,810 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Venetian Blind Repair | 52 | 4,832 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Ventilating Contractors | 2,916 | 2,326 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Ventilation | 2,825 | 2,362 | 6 | 2,526 | 5 | 83% | 1 | 17% | 0 | 0% |
| Ventilation System Cleaning | 4,736 | 1,949 | 6 | 2,526 | 2 | 33% | 4 | 67% | 0 | 0% |
| Vermiculite | 24 | 5,070 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Vertical Blinds | 5,585 | 1,825 | 11 | 2,095 | 7 | 64% | 4 | 36% | 0 | 0% |
| Veteran Charities | 8 | 5,260 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Veterans Organizations | 12,880 | 1,232 | 27 | 1,507 | 20 | 74% | 6 | 22% | 1 | 4% |
| Veterinarian | 133,432 | 218 | 489 | 261 | 348 | 71% | 138 | 28% | 3 | 1% |
| Veterinarian Information | 550 | 3,643 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Veterinary Internal Medicine | 363 | 3,918 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Veterinary Laboratory | 998 | 3,184 | 7 | 2,415 | 4 | 57% | 3 | 43% | 0 | 0% |
| Veterinary Neurology | 2 | 5,394 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Veterinary Physical Therapy | 479 | 3,742 | 5 | 2,648 | 2 | 40% | 3 | 60% | 0 | 0% |
| Veterinary Preventative Medicine | 894 | 3,282 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Veterinary Supplies | 4,286 | 2,031 | 8 | 2,322 | 5 | 63% | 3 | 38% | 0 | 0% |
| Veterinary Surgery | 1,668 | 2,778 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Vial | 76 | 4,703 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Viatical Settlement | 6,515 | 1,705 | 10 | 2,159 | 3 | 30% | 5 | 50% | 2 | 20% |
| Vibration Control | 154 | 4,408 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Vibration Measurement | 225 | 4,204 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Video Conference | 2,495 | 2,458 | 12 | 2,038 | 8 | 67% | 2 | 17% | 2 | 17% |
| Video Dealer | 5,217 | 1,870 | 121 | 698 | 94 | 78% | 24 | 20% | 3 | 2% |
| Video Duplication | 3,453 | 2,207 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Video Editing | 9,077 | 1,450 | 22 | 1,641 | 12 | 55% | 10 | 45% | 0 | 0% |
| Video Equipment Manufacturers | 844 | 3,331 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Video Equipment Parts | 395 | 3,865 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Video Equipment Rentals | 3,869 | 2,116 | 14 | 1,924 | 8 | 57% | 6 | 43% | 0 | 0% |
| Video Equipment Repair | 2,712 | 2,392 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Video Game Dealers | 30,790 | 709 | 748 | 187 | 578 | 77% | 156 | 21% | 14 | 2% |
| Video Game Manufacturers | 41 | 4,923 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Video Game Rental | 7,895 | 1,546 | 130 | 663 | 121 | 93% | 9 | 7% | 0 | 0% |
| Video Game Services | 7,709 | 1,567 | 33 | 1,379 | 23 | 70% | 10 | 30% | 0 | 0% |
| Video Game Supplies | 9,157 | 1,445 | 89 | 843 | 35 | 39% | 44 | 49% | 10 | 11% |
| Video Production Services | 38,846 | 607 | 122 | 692 | 60 | 49% | 59 | 48% | 3 | 2% |
| Video Tape Rentals | 11,765 | 1,286 | 124 | 687 | 84 | 68% | 38 | 31% | 2 | 2% |
| Videographers | 4,798 | 1,938 | 43 | 1,219 | 11 | 26% | 30 | 70% | 2 | 5% |
| Vintage Auto Repair | 2,651 | 2,413 | 8 | 2,322 | 3 | 38% | 4 | 50% | 1 | 13% |
| Vinyl Decking | 2,012 | 2,614 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Vinyl Doors | 25 | 5,064 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Vinyl Fence | 5,061 | 1,900 | 10 | 2,159 | 2 | 20% | 8 | 80% | 0 | 0% |
| Vinyl Flooring | 4,002 | 2,089 | 9 | 2,239 | 5 | 56% | 4 | 44% | 0 | 0% |
| Vinyl Records | 60 | 4,776 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Vinyl Repair | 2,235 | 2,532 | 7 | 2,415 | 1 | 14% | 6 | 86% | 0 | 0% |
| Vinyl Windows | 7,097 | 1,632 | 20 | 1,692 | 15 | 75% | 5 | 25% | 0 | 0% |
| Violin | 807 | 3,365 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Virtual Assistant Employment | 6,093 | 1,747 | 11 | 2,095 | 6 | 55% | 5 | 45% | 0 | 0% |
| Virtual Currency | 8,359 | 1,513 | 169 | 555 | 145 | 86% | 24 | 14% | 0 | 0% |
| Virtual Tours | 469 | 3,762 | 8 | 2,322 | 3 | 38% | 5 | 63% | 0 | 0% |
| Vision Insurance | 331 | 3,968 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Visual Control Systems | 93 | 4,632 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Visually Impaired Products | 394 | 3,868 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Vitamins and Supplements | 381,144 | 70 | 1,672 | 89 | 1,162 | 69% | 466 | 28% | 44 | 3% |
| Vocal Lessons | 1,562 | 2,823 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Vocational School | 1,287 | 2,986 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Voice Mail | 443 | 3,801 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Voice Over Internet Protocol Sales and Service | 12,619 | 1,251 | 185 | 518 | 182 | 98% | 2 | 1% | 1 | 1% |
| Voice Over Training | 5,532 | 1,834 | 4 | 2,778 | 3 | 75% | 0 | 0% | 1 | 25% |
| VoIP Phone | 16,954 | 1,038 | 172 | 545 | 160 | 93% | 10 | 6% | 2 | 1% |
| Volleyball Clubs | 584 | 3,613 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Voting Equipment | 244 | 4,153 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wait Staff | 104 | 4,593 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Walk-In Tubs | 21,203 | 898 | 114 | 720 | 60 | 53% | 43 | 38% | 11 | 10% |
| Walkway Designs | 495 | 3,721 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Wall Bed Manufacturer | 198 | 4,283 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Wall Beds | 398 | 3,861 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wall Cleaning | 318 | 3,990 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wall Coverings | 1,965 | 2,636 | 8 | 2,322 | 7 | 88% | 1 | 13% | 0 | 0% |
| Wall Texturizing | 752 | 3,408 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wallpaper | 4,359 | 2,015 | 21 | 1,665 | 15 | 71% | 6 | 29% | 0 | 0% |
| Wallpaper Hangers | 1,582 | 2,816 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Wallpaper Removal | 872 | 3,300 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Wallpaper Supplies | 24 | 5,070 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Warehouse Services | 6,313 | 1,727 | 15 | 1,888 | 8 | 53% | 7 | 47% | 0 | 0% |
| Washer and Dryer Repair | 3,067 | 2,290 | 51 | 1,125 | 41 | 80% | 6 | 12% | 4 | 8% |
| Washer and Dryer Sale | 1,186 | 3,058 | 15 | 1,888 | 5 | 33% | 8 | 53% | 2 | 13% |
| Washer Dryer Rental | 39 | 4,941 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Washers | 572 | 3,620 | 6 | 2,526 | 1 | 17% | 5 | 83% | 0 | 0% |
| Washing Machine Parts | 517 | 3,693 | 10 | 2,159 | 1 | 10% | 9 | 90% | 0 | 0% |
| Waste Compactor Manufacturer | 24 | 5,070 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Waste Compactor Repairs | 311 | 4,005 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Waste Containers | 10,588 | 1,347 | 130 | 663 | 88 | 68% | 42 | 32% | 0 | 0% |
| Waste Oil | 2,701 | 2,397 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Waste Reduction, Disposal, Recycle Equipment | 2,978 | 2,311 | 17 | 1,801 | 12 | 71% | 5 | 29% | 0 | 0% |
| Watch Bands | 3,543 | 2,181 | 19 | 1,732 | 15 | 79% | 4 | 21% | 0 | 0% |
| Watch Dealers | 157,090 | 189 | 506 | 252 | 382 | 75% | 113 | 22% | 11 | 2% |
| Watch Repair | 25,610 | 795 | 119 | 706 | 74 | 62% | 45 | 38% | 0 | 0% |
| Watchmaker Supplies | 80 | 4,682 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Watchmens Clocks and Systems | 765 | 3,401 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Water Analysis | 5,092 | 1,890 | 10 | 2,159 | 5 | 50% | 4 | 40% | 1 | 10% |
| Water and Sewer Line Protection | 82,725 | 326 | 214 | 462 | 212 | 99% | 2 | 1% | 0 | 0% |
| Water Conditioning Contractor | 5,646 | 1,820 | 9 | 2,239 | 8 | 89% | 1 | 11% | 0 | 0% |
| Water Conservation | 1,531 | 2,842 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Water Cooler Equipment | 2,710 | 2,393 | 8 | 2,322 | 2 | 25% | 6 | 75% | 0 | 0% |
| Water Coolers | 8,979 | 1,460 | 64 | 1,015 | 4 | 6% | 59 | 92% | 1 | 2% |
| Water Craft Repair | 222 | 4,216 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Water Damage Restoration | 74,456 | 363 | 166 | 560 | 119 | 72% | 44 | 27% | 3 | 2% |
| Water Gardens | 6,305 | 1,729 | 16 | 1,851 | 9 | 56% | 7 | 44% | 0 | 0% |
| Water Hauling Truck | 2,737 | 2,386 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Water Heater Dealers | 41,887 | 575 | 423 | 284 | 387 | 91% | 33 | 8% | 3 | 1% |
| Water Heater Manufacturers | 2,047 | 2,605 | 47 | 1,163 | 42 | 89% | 4 | 9% | 1 | 2% |
| Water Heater Parts | 522 | 3,688 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Water Heater Repair | 5,918 | 1,773 | 14 | 1,924 | 10 | 71% | 4 | 29% | 0 | 0% |
| Water Leak Detector | 2,001 | 2,620 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Water Main Contractors | 2,414 | 2,483 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Water Mitigation | 2,542 | 2,444 | 8 | 2,322 | 7 | 88% | 1 | 13% | 0 | 0% |
| Water Pollution Control | 452 | 3,784 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Water Purification Equipment | 206,458 | 135 | 465 | 267 | 364 | 78% | 89 | 19% | 12 | 3% |
| Water Skiing Equipment | 1,026 | 3,169 | 6 | 2,526 | 5 | 83% | 1 | 17% | 0 | 0% |
| Water Skiing Lessons | 111 | 4,553 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Water Softener Supplies | 116,935 | 250 | 227 | 437 | 189 | 83% | 36 | 16% | 2 | 1% |
| Water Supply System | 6,002 | 1,764 | 38 | 1,288 | 20 | 53% | 18 | 47% | 0 | 0% |
| Water Taxi | 712 | 3,445 | 8 | 2,322 | 6 | 75% | 2 | 25% | 0 | 0% |
| Water Treatment Equipment | 77,980 | 348 | 125 | 685 | 103 | 82% | 21 | 17% | 1 | 1% |
| Water Well Drilling | 84,846 | 319 | 93 | 815 | 66 | 71% | 26 | 28% | 1 | 1% |
| Water Well Drilling Equipment | 3,398 | 2,215 | 6 | 2,526 | 5 | 83% | 1 | 17% | 0 | 0% |
| Water Well Pumps | 8,512 | 1,498 | 20 | 1,692 | 14 | 70% | 6 | 30% | 0 | 0% |
| Water Well Service | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Water Works Contractors | 5,042 | 1,904 | 7 | 2,415 | 6 | 86% | 1 | 14% | 0 | 0% |
| Water Works Equipment and Supplies | 631 | 3,547 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Waterbed Dealers | 1,488 | 2,863 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Waterbed Manufacturers | 172 | 4,356 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Waterbed Repair | 6 | 5,290 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Waterbed Supplies | 110 | 4,560 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Waterproofing Contractors | 209,388 | 132 | 311 | 358 | 258 | 83% | 39 | 13% | 14 | 5% |
| Waterproofing Materials | 6,068 | 1,752 | 8 | 2,322 | 6 | 75% | 2 | 25% | 0 | 0% |
| Wax | 500 | 3,714 | 9 | 2,239 | 2 | 22% | 7 | 78% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|-------------------------------------|--------------------|-------------------|----------------|--------------------|----------------|------------|-------------------|------------|------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Wealth Building Seminars | 12,562 | 1,255 | 22 | 1,641 | 20 | 91% | 2 | 9% | 0 | 0% |
| Wearable Promotional Products | 15,526 | 1,096 | 82 | 884 | 49 | 60% | 30 | 37% | 3 | 4% |
| Weather Forecast Service | 497 | 3,718 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Weather Instruments | 1,388 | 2,927 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Weather Stripping | 280 | 4,069 | 3 | 2,967 | 0 | 0% | 2 | 67% | 1 | 33% |
| Weather Vane | 254 | 4,130 | 6 | 2,526 | 0 | 0% | 6 | 100% | 0 | 0% |
| Weatherization | 2,805 | 2,368 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Weaving | 102 | 4,601 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Weaving Supplies | 95 | 4,625 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Web Conferencing | 909 | 3,261 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Web Design | 269,088 | 93 | 677 | 205 | 320 | 47% | 336 | 50% | 21 | 3% |
| Web Hosting | 151,717 | 195 | 1,428 | 109 | 1,275 | 89% | 138 | 10% | 15 | 1% |
| Webbing | 2,419 | 2,479 | 24 | 1,578 | 12 | 50% | 12 | 50% | 0 | 0% |
| Wedding Cakes | 3,376 | 2,222 | 12 | 2,038 | 6 | 50% | 6 | 50% | 0 | 0% |
| Wedding Chapel | 9,637 | 1,411 | 45 | 1,189 | 19 | 42% | 23 | 51% | 3 | 7% |
| Wedding Consultant | 20,083 | 929 | 87 | 851 | 57 | 66% | 27 | 31% | 3 | 3% |
| Wedding Officiate | 13,155 | 1,222 | 6 | 2,526 | 1 | 17% | 5 | 83% | 0 | 0% |
| Wedding Photographers | 25,120 | 809 | 180 | 528 | 48 | 27% | 115 | 64% | 17 | 9% |
| Wedding Services | 1,364 | 2,945 | 6 | 2,526 | 5 | 83% | 1 | 17% | 0 | 0% |
| Wedding Supplies | 55,056 | 457 | 411 | 292 | 274 | 67% | 108 | 26% | 29 | 7% |
| Wedding Videographer | 2,108 | 2,582 | 59 | 1,046 | 11 | 19% | 45 | 76% | 3 | 5% |
| Weed Control Equipment and Supplies | 276 | 4,078 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Weed Control Services | 11,124 | 1,314 | 35 | 1,334 | 27 | 77% | 7 | 20% | 1 | 3% |
| Weighers | 166 | 4,372 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Weight Reduction Physician | 12,646 | 1,246 | 38 | 1,288 | 21 | 55% | 17 | 45% | 0 | 0% |
| Weight Loss | 160,820 | 186 | 636 | 212 | 539 | 85% | 91 | 14% | 6 | 1% |
| Welcome Services | 1,705 | 2,756 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Welding | 48,639 | 514 | 49 | 1,144 | 24 | 49% | 25 | 51% | 0 | 0% |
| Welding Equipment Repair | 2,195 | 2,544 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Welding Inspector | 320 | 3,987 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Welding Supplies | 7,909 | 1,544 | 14 | 1,924 | 9 | 64% | 5 | 36% | 0 | 0% |
| Well Inspection | 751 | 3,410 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Western Clothing | 9,220 | 1,438 | 45 | 1,189 | 30 | 67% | 12 | 27% | 3 | 7% |
| Wheel Alignment | 6,391 | 1,719 | 15 | 1,888 | 7 | 47% | 8 | 53% | 0 | 0% |
| Wheel Alignment Equipment | 655 | 3,518 | 3 | 2,967 | 1 | 33% | 1 | 33% | 1 | 33% |
| Wheelchair | 8,632 | 1,488 | 64 | 1,015 | 50 | 78% | 13 | 20% | 1 | 2% |
| Wheelchair Ramps | 15,318 | 1,106 | 30 | 1,431 | 22 | 73% | 8 | 27% | 0 | 0% |
| Wheels | 25,127 | 808 | 87 | 851 | 48 | 55% | 37 | 43% | 2 | 2% |
| Whirlpool Bathtubs | 822 | 3,352 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Wholesale Auto Parts | 46,631 | 533 | 206 | 479 | 106 | 51% | 93 | 45% | 7 | 3% |
| Wholesale Bakers | 4,195 | 2,059 | 6 | 2,526 | 2 | 33% | 4 | 67% | 0 | 0% |
| Wholesale Bedding | 271 | 4,090 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wholesale Beds | 1,597 | 2,813 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Wholesale Beer | 4,333 | 2,021 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Wholesale Beverages | 5,917 | 1,774 | 9 | 2,239 | 7 | 78% | 2 | 22% | 0 | 0% |
| Wholesale Bikes | 2,812 | 2,364 | 46 | 1,178 | 27 | 59% | 19 | 41% | 0 | 0% |
| Wholesale Books | 6,698 | 1,685 | 75 | 925 | 66 | 88% | 9 | 12% | 0 | 0% |
| Wholesale Bottles | 2,813 | 2,363 | 7 | 2,415 | 1 | 14% | 6 | 86% | 0 | 0% |
| Wholesale Boutique Clothing | 1,638 | 2,793 | 18 | 1,764 | 12 | 67% | 6 | 33% | 0 | 0% |
| Wholesale Boys Clothing | 223 | 4,212 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Wholesale Bridal Supplies | 366 | 3,913 | 6 | 2,526 | 5 | 83% | 1 | 17% | 0 | 0% |
| Wholesale Campers | 66,432 | 394 | 204 | 482 | 200 | 98% | 3 | 1% | 1 | 0% |
| Wholesale Candles | 18,833 | 972 | 139 | 642 | 138 | 99% | 1 | 1% | 0 | 0% |
| Wholesale Candy | 3,947 | 2,099 | 17 | 1,801 | 13 | 76% | 3 | 18% | 1 | 6% |
| Wholesale Canvas | 1,309 | 2,978 | 10 | 2,159 | 6 | 60% | 4 | 40% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Wholesale Caps | 25 | 5,064 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wholesale Car Stereos | 1,209 | 3,037 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Wholesale Chairs | 4,478 | 1,997 | 30 | 1,431 | 19 | 63% | 11 | 37% | 0 | 0% |
| Wholesale Childrens Clothing | 1,376 | 2,933 | 4 | 2,778 | 2 | 50% | 2 | 50% | 0 | 0% |
| Wholesale Clocks | 501 | 3,711 | 6 | 2,526 | 2 | 33% | 4 | 67% | 0 | 0% |
| Wholesale Coats | 447 | 3,796 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Wholesale Computers | 17,570 | 1,018 | 611 | 218 | 590 | 97% | 13 | 2% | 8 | 1% |
| Wholesale Cosmetics | 39 | 4,941 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wholesale Cotton | 202 | 4,270 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wholesale Curtains | 210 | 4,241 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wholesale Dairy Products | 2,741 | 2,385 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Wholesale Dolls | 73 | 4,713 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wholesale Drapery | 249 | 4,139 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wholesale Dress Forms | 110 | 4,560 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wholesale Dresses | 1,186 | 3,058 | 7 | 2,415 | 4 | 57% | 3 | 43% | 0 | 0% |
| Wholesale Easels | 53 | 4,822 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wholesale Electric Supplies | 11,857 | 1,282 | 19 | 1,732 | 16 | 84% | 3 | 16% | 0 | 0% |
| Wholesale Electronic Supplies | 53,190 | 473 | 4,485 | 32 | 4,195 | 94% | 285 | 6% | 5 | 0% |
| Wholesale Energy Conservation Products | 2,263 | 2,524 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Wholesale Envelopes | 1,626 | 2,797 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Wholesale Fishing Tackle | 1,954 | 2,638 | 9 | 2,239 | 3 | 33% | 6 | 67% | 0 | 0% |
| Wholesale Florist | 3,390 | 2,217 | 30 | 1,431 | 6 | 20% | 22 | 73% | 2 | 7% |
| Wholesale Fruits and Vegetables | 4,895 | 1,923 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Wholesale Fur | 1,737 | 2,739 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Wholesale Fur Cleaning and Dyeing | 38 | 4,957 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wholesale Furniture | 24,163 | 824 | 112 | 729 | 69 | 62% | 42 | 38% | 1 | 1% |
| Wholesale Gasoline | 2,286 | 2,517 | 32 | 1,394 | 19 | 59% | 13 | 41% | 0 | 0% |
| Wholesale General Merchandise | 3,855 | 2,120 | 17 | 1,801 | 10 | 59% | 7 | 41% | 0 | 0% |
| Wholesale Giftware | 4,155 | 2,065 | 14 | 1,924 | 9 | 64% | 3 | 21% | 2 | 14% |
| Wholesale Greeting Cards | 1,108 | 3,105 | 7 | 2,415 | 7 | 100% | 0 | 0% | 0 | 0% |
| Wholesale Grocers | 8,077 | 1,536 | 75 | 925 | 69 | 92% | 5 | 7% | 1 | 1% |
| Wholesale Hardware | 11,512 | 1,292 | 14 | 1,924 | 11 | 79% | 3 | 21% | 0 | 0% |
| Wholesale Hats | 677 | 3,497 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Wholesale Health Products | 40,571 | 593 | 198 | 496 | 90 | 45% | 103 | 52% | 5 | 3% |
| Wholesale Hobby Supplies | 6,067 | 1,754 | 63 | 1,024 | 47 | 75% | 16 | 25% | 0 | 0% |
| Wholesale Housewares | 1,444 | 2,892 | 9 | 2,239 | 8 | 89% | 1 | 11% | 0 | 0% |
| Wholesale Industrial Products | 31,021 | 708 | 107 | 750 | 97 | 91% | 10 | 9% | 0 | 0% |
| Wholesale Jewelry | 15,598 | 1,091 | 20 | 1,692 | 12 | 60% | 7 | 35% | 1 | 5% |
| Wholesale Lamp Shades | 108 | 4,578 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wholesale Lamps | 2,163 | 2,555 | 20 | 1,692 | 3 | 15% | 17 | 85% | 0 | 0% |
| Wholesale Leather Clothing | 191 | 4,310 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Wholesale Leather Goods | 2,386 | 2,490 | 10 | 2,159 | 7 | 70% | 2 | 20% | 1 | 10% |
| Wholesale Lighting Fixtures | 7,525 | 1,586 | 27 | 1,507 | 18 | 67% | 9 | 33% | 0 | 0% |
| Wholesale Linens | 5 | 5,311 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wholesale Liquor | 1,516 | 2,847 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Wholesale Luggage | 922 | 3,248 | 14 | 1,924 | 8 | 57% | 6 | 43% | 0 | 0% |
| Wholesale Lumber | 7,178 | 1,620 | 21 | 1,665 | 11 | 52% | 10 | 48% | 0 | 0% |
| Wholesale Major Appliances | 29,977 | 728 | 1,431 | 108 | 1,384 | 97% | 34 | 2% | 13 | 1% |
| Wholesale Meat | 14,059 | 1,167 | 28 | 1,476 | 9 | 32% | 17 | 61% | 2 | 7% |
| Wholesale Mens Clothing | 1,970 | 2,633 | 10 | 2,159 | 5 | 50% | 5 | 50% | 0 | 0% |
| Wholesale Musical Instruments | 1,715 | 2,754 | 19 | 1,732 | 10 | 53% | 7 | 37% | 2 | 11% |
| Wholesale Notions | 204 | 4,265 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wholesale Novelties | 1,602 | 2,810 | 6 | 2,526 | 5 | 83% | 1 | 17% | 0 | 0% |
| Wholesale Office Equipment | 6 | 5,290 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wholesale Optical Goods | 2,967 | 2,314 | 61 | 1,034 | 59 | 97% | 2 | 3% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|-------------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Wholesale Paint | 5,200 | 1,874 | 29 | 1,456 | 15 | 52% | 14 | 48% | 0 | 0% |
| Wholesale Pencils | 379 | 3,891 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wholesale Perfume | 7,124 | 1,631 | 19 | 1,732 | 10 | 53% | 8 | 42% | 1 | 5% |
| Wholesale Pet Foods | 6,212 | 1,734 | 17 | 1,801 | 13 | 76% | 4 | 24% | 0 | 0% |
| Wholesale Pet Supplies | 6,798 | 1,668 | 46 | 1,178 | 38 | 83% | 7 | 15% | 1 | 2% |
| Wholesale Pharmacy | 532 | 3,672 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Wholesale Photography Equipment | 1,737 | 2,739 | 19 | 1,732 | 17 | 89% | 2 | 11% | 0 | 0% |
| Wholesale Picture Frames | 870 | 3,306 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Wholesale Plants | 1,499 | 2,859 | 5 | 2,648 | 3 | 60% | 2 | 40% | 0 | 0% |
| Wholesale Plastic Products | 10,325 | 1,364 | 14 | 1,924 | 9 | 64% | 5 | 36% | 0 | 0% |
| Wholesale Plumbing Fixtures | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wholesale Plumbing Supplies | 11,032 | 1,323 | 40 | 1,257 | 34 | 85% | 6 | 15% | 0 | 0% |
| Wholesale Poultry | 388 | 3,875 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Wholesale Pumps | 2,150 | 2,559 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Wholesale Railroad Ties | 23 | 5,085 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wholesale Seafood | 4,572 | 1,982 | 7 | 2,415 | 5 | 71% | 2 | 29% | 0 | 0% |
| Wholesale Seeds | 2,129 | 2,574 | 8 | 2,322 | 6 | 75% | 2 | 25% | 0 | 0% |
| Wholesale Shirts | 1,753 | 2,729 | 6 | 2,526 | 3 | 50% | 3 | 50% | 0 | 0% |
| Wholesale Shoes | 8,439 | 1,505 | 141 | 631 | 123 | 87% | 13 | 9% | 5 | 4% |
| Wholesale Silk | 163 | 4,378 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wholesale Slippers | 202 | 4,270 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Wholesale Small Appliances | 21,893 | 876 | 240 | 419 | 218 | 91% | 22 | 9% | 0 | 0% |
| Wholesale Souvenirs | 293 | 4,039 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wholesale Sporting Goods | 10,733 | 1,342 | 94 | 809 | 80 | 85% | 13 | 14% | 1 | 1% |
| Wholesale Sportswear | 3 | 5,363 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wholesale Stationery | 1,234 | 3,021 | 17 | 1,801 | 4 | 24% | 13 | 76% | 0 | 0% |
| Wholesale Telephones | 1,045 | 3,150 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Wholesale Toiletries | 2,627 | 2,416 | 13 | 1,983 | 10 | 77% | 3 | 23% | 0 | 0% |
| Wholesale Tours | 872 | 3,300 | 4 | 2,778 | 3 | 75% | 1 | 25% | 0 | 0% |
| Wholesale Toys | 17,930 | 1,005 | 140 | 636 | 91 | 65% | 47 | 34% | 2 | 1% |
| Wholesale Underwear | 2,001 | 2,620 | 23 | 1,601 | 15 | 65% | 8 | 35% | 0 | 0% |
| Wholesale Upholstery Fabric | 1,705 | 2,756 | 6 | 2,526 | 3 | 50% | 3 | 50% | 0 | 0% |
| Wholesale Vacuum Cleaners | 6,871 | 1,656 | 120 | 701 | 114 | 95% | 6 | 5% | 0 | 0% |
| Wholesale Variety Store Merchandise | 1,209 | 3,037 | 13 | 1,983 | 3 | 23% | 9 | 69% | 1 | 8% |
| Wholesale Video Games | 17,032 | 1,033 | 699 | 199 | 656 | 94% | 39 | 6% | 4 | 1% |
| Wholesale Video Tapes | 250 | 4,137 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Wholesale Wallpapers | 908 | 3,263 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Wholesale Washer and Dryer | 27 | 5,042 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wholesale Watches | 13,264 | 1,213 | 45 | 1,189 | 24 | 53% | 21 | 47% | 0 | 0% |
| Wholesale Wine | 1,828 | 2,701 | 11 | 2,095 | 7 | 64% | 4 | 36% | 0 | 0% |
| Wholesale Womens Apparel | 8,652 | 1,486 | 22 | 1,641 | 11 | 50% | 10 | 45% | 1 | 5% |
| Wholesale Work Clothes | 262 | 4,114 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Wholesale Yarn | 611 | 3,573 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Wholesalers and Distributors | 45,293 | 537 | 154 | 596 | 93 | 60% | 61 | 40% | 0 | 0% |
| Wicker Products | 923 | 3,247 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Wickless Candles | 566 | 3,628 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wigs | 79,131 | 341 | 478 | 263 | 270 | 56% | 188 | 39% | 20 | 4% |
| Wildlife Removal | 69 | 4,733 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Wildlife Sanctuary | 267 | 4,104 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wildlife Shop | 3,267 | 2,240 | 12 | 2,038 | 8 | 67% | 4 | 33% | 0 | 0% |
| Will Attorney | 85 | 4,663 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Winches | 105 | 4,590 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wind Energy Systems | 2,573 | 2,434 | 5 | 2,648 | 1 | 20% | 4 | 80% | 0 | 0% |
| Winding Machine | 23 | 5,085 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Windmill | 294 | 4,035 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | Cmppls Settled | % | Cmppls Not Settled | % | Cmppls Unable To Pursue | % |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|-----------------------|------------|---------------------------|------------|--------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Window and Door Installation | 125,833 | 231 | 239 | 425 | 187 | 78% | 48 | 20% | 4 | 2% |
| Window Cleaning | 115,783 | 254 | 161 | 577 | 84 | 52% | 74 | 46% | 3 | 2% |
| Window Cleaning Equipment | 11 | 5,230 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Window Cleaning Supplies | 588 | 3,605 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Window Coverings | 28,243 | 749 | 55 | 1,091 | 29 | 53% | 24 | 44% | 2 | 4% |
| Window Glass | 121,547 | 240 | 217 | 452 | 141 | 65% | 72 | 33% | 4 | 2% |
| Window Installation | 604,331 | 40 | 1,000 | 144 | 802 | 80% | 159 | 16% | 39 | 4% |
| Window Repair | 20,818 | 908 | 54 | 1,100 | 38 | 70% | 16 | 30% | 0 | 0% |
| Window Screens | 1,622 | 2,801 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Window Security Laminate | 311 | 4,005 | 1 | 3,539 | 0 | 0% | 0 | 0% | 1 | 100% |
| Window Service | 390 | 3,873 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Window Shade Cleaning | 1,399 | 2,916 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Window Shade Repair | 199 | 4,279 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Window Shade Supplies | 5,288 | 1,862 | 9 | 2,239 | 2 | 22% | 7 | 78% | 0 | 0% |
| Window Shades | 27,187 | 768 | 110 | 739 | 89 | 81% | 20 | 18% | 1 | 1% |
| Window Wells | 4,913 | 1,921 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| Windows | 498,694 | 52 | 931 | 152 | 770 | 83% | 139 | 15% | 22 | 2% |
| Windshield Repair | 127,005 | 228 | 570 | 227 | 395 | 69% | 171 | 30% | 4 | 1% |
| Windshield Wipers | 137 | 4,465 | 3 | 2,967 | 0 | 0% | 3 | 100% | 0 | 0% |
| Wine Bar | 1,128 | 3,094 | 6 | 2,526 | 3 | 50% | 3 | 50% | 0 | 0% |
| Wine Broker | 955 | 3,221 | 10 | 2,159 | 8 | 80% | 2 | 20% | 0 | 0% |
| Wine Cellar | 956 | 3,219 | 2 | 3,199 | 0 | 0% | 2 | 100% | 0 | 0% |
| Wine Storage | 1,986 | 2,626 | 5 | 2,648 | 4 | 80% | 1 | 20% | 0 | 0% |
| Winemaking Supplies | 1,838 | 2,697 | 2 | 3,199 | 2 | 100% | 0 | 0% | 0 | 0% |
| Wineries | 9,072 | 1,451 | 39 | 1,271 | 21 | 54% | 18 | 46% | 0 | 0% |
| Wiping Cloths | 294 | 4,035 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wire | 2,273 | 2,521 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Wire Mesh | 76 | 4,703 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wire Rope | 359 | 3,924 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wire Stitching Machine | 11 | 5,230 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Wire Straighten & Cut | 14 | 5,188 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wire Strippers | 34 | 4,995 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wire Wrapping | 56 | 4,802 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Wiring Harness | 921 | 3,252 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Womens Clothing | 104,950 | 271 | 1,340 | 116 | 555 | 41% | 739 | 55% | 46 | 3% |
| Wood Carving | 1,503 | 2,855 | 10 | 2,159 | 6 | 60% | 4 | 40% | 0 | 0% |
| Wood Engraver | 1,101 | 3,109 | 6 | 2,526 | 5 | 83% | 1 | 17% | 0 | 0% |
| Wood Fence | 2,066 | 2,597 | 9 | 2,239 | 3 | 33% | 6 | 67% | 0 | 0% |
| Wood Finishing | 7,220 | 1,617 | 10 | 2,159 | 8 | 80% | 2 | 20% | 0 | 0% |
| Wood Preservative | 391 | 3,871 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Wood Preserving | 2,107 | 2,584 | 3 | 2,967 | 3 | 100% | 0 | 0% | 0 | 0% |
| Wood Products | 970 | 3,212 | 4 | 2,778 | 0 | 0% | 4 | 100% | 0 | 0% |
| Wood Stoves | 18,003 | 1,003 | 77 | 917 | 57 | 74% | 18 | 23% | 2 | 3% |
| Wood Technologist | 229 | 4,189 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wood Turning | 141 | 4,453 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Wood Windows | 898 | 3,276 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wooded Boxes | 372 | 3,902 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wooden Tank | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Woodworking | 49,029 | 508 | 139 | 642 | 44 | 32% | 91 | 65% | 4 | 3% |
| Woodworking Equipment | 4,039 | 2,083 | 19 | 1,732 | 14 | 74% | 5 | 26% | 0 | 0% |
| Woodworking Supplies | 7 | 5,279 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Woodworking Tools | 875 | 3,294 | 5 | 2,648 | 2 | 40% | 3 | 60% | 0 | 0% |
| Wool | 272 | 4,086 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Wool Products | 143 | 4,445 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Word Process System Consultant | 119 | 4,521 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |

US & CANADA BBB 2017 STATISTICS SORTED BY INDUSTRY

| Industry Classification | Inquiries | Rank by Inquiries | Complaints | Rank by Complaints | CmpIs Settled | % | CmpIs Not Settled | % | CmpIs Unable To Pursue | % |
|--------------------------------|--------------------|--------------------------|-------------------|---------------------------|----------------------|------------|--------------------------|------------|-------------------------------|-----------|
| TOTAL | 154,443,271 | | 824,670 | | 652,053 | 79% | 157,756 | 19% | 14,860 | 2% |
| Word Processing Services | 727 | 3,433 | 3 | 2,967 | 1 | 33% | 1 | 33% | 1 | 33% |
| Work Clothes | 3,951 | 2,097 | 12 | 2,038 | 8 | 67% | 4 | 33% | 0 | 0% |
| Work Gloves | 1,319 | 2,970 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |
| Work-At-Home Companies | 252,773 | 101 | 217 | 452 | 66 | 30% | 117 | 54% | 34 | 16% |
| Workers Compensation Insurance | 17,004 | 1,035 | 20 | 1,692 | 15 | 75% | 5 | 25% | 0 | 0% |
| Workers Compensation Lawyers | 5,975 | 1,765 | 5 | 2,648 | 5 | 100% | 0 | 0% | 0 | 0% |
| Workroom Interior Designer | 1,532 | 2,841 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Writer | 1,687 | 2,767 | 8 | 2,322 | 2 | 25% | 6 | 75% | 0 | 0% |
| Writing Ink | 472 | 3,756 | 4 | 2,778 | 4 | 100% | 0 | 0% | 0 | 0% |
| X-Ray Duplicating | 108 | 4,578 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| X-Ray Equipment | 1,265 | 2,999 | 1 | 3,539 | 0 | 0% | 1 | 100% | 0 | 0% |
| Yacht Broker | 10,400 | 1,359 | 14 | 1,924 | 10 | 71% | 4 | 29% | 0 | 0% |
| Yacht Charter Broker | 5,679 | 1,813 | 9 | 2,239 | 5 | 56% | 4 | 44% | 0 | 0% |
| Yarn | 2,501 | 2,457 | 13 | 1,983 | 5 | 38% | 6 | 46% | 2 | 15% |
| Yarn Manufacturers | 1 | 5,424 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Yellow Pages Advertising | 16,677 | 1,054 | 204 | 482 | 133 | 65% | 69 | 34% | 2 | 1% |
| Yoga Classes | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Yoga Instructor | 14,737 | 1,132 | 84 | 876 | 43 | 51% | 31 | 37% | 10 | 12% |
| Yoga Studio | 187 | 4,322 | 3 | 2,967 | 1 | 33% | 2 | 67% | 0 | 0% |
| Yoga Supplies | 1,945 | 2,643 | 13 | 1,983 | 10 | 77% | 3 | 23% | 0 | 0% |
| Yogurt | 1,189 | 3,056 | 5 | 2,648 | 1 | 20% | 4 | 80% | 0 | 0% |
| Youth Organization Center | 8,956 | 1,462 | 25 | 1,552 | 17 | 68% | 8 | 32% | 0 | 0% |
| Zinc Oxide | 4 | 5,334 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Zip Ties | 20 | 5,116 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Zipper Repair | 44 | 4,896 | 0 | 4,103 | 0 | 0% | 0 | 0% | 0 | 0% |
| Zippers | 148 | 4,430 | 1 | 3,539 | 1 | 100% | 0 | 0% | 0 | 0% |
| Zoo and Aquarium | 2,792 | 2,372 | 7 | 2,415 | 7 | 100% | 0 | 0% | 0 | 0% |
| Zoo Animals | 2,746 | 2,384 | 2 | 3,199 | 1 | 50% | 1 | 50% | 0 | 0% |
| Zoological Gardens | 553 | 3,641 | 3 | 2,967 | 2 | 67% | 1 | 33% | 0 | 0% |