

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
62100-000	Online Retailer	5,839,021	2	51,153	1	25,730	50%	22,913	45%	2,510	5%
50291-000	Furniture Stores	1,685,478	17	28,061	2	25,444	91%	2,496	9%	121	0%
70623-000	Cable TV	261,497	136	27,129	3	26,922	99%	202	1%	5	0%
85270-000	Home Warranty Plans	602,036	58	25,945	4	25,656	99%	281	1%	8	0%
50039-000	New Car Dealers	1,758,486	13	24,950	5	20,322	81%	4,523	18%	105	0%
60226-000	Collections Agencies	2,889,822	6	21,763	6	20,300	93%	1,153	5%	310	1%
60974-000	Online Shopping	1,685,722	16	19,920	7	14,312	72%	5,015	25%	593	3%
20003-000	Bank	754,136	36	19,242	8	18,751	97%	481	2%	10	0%
70620-000	Long Distance Phone Service	93,354	393	18,440	9	18,412	100%	25	0%	3	0%
70535-000	Cell Phone Supplies	272,129	128	17,938	10	17,658	98%	254	1%	26	0%
50040-000	Used Car Dealers	3,016,883	5	16,597	11	10,974	66%	5,456	33%	167	1%
60880-000	Event Ticket Sales	350,231	93	15,638	12	14,248	91%	1,368	9%	22	0%
65974-000	Ecommerce	613,757	55	15,616	13	14,839	95%	727	5%	50	0%
85354-000	Payment Processing Services	394,665	83	15,597	14	15,519	99%	76	0%	2	0%
70632-000	Travel Agency	686,699	44	14,959	15	13,420	90%	1,441	10%	98	1%
20085-000	Financial Services	1,751,747	14	14,256	16	10,589	74%	3,624	25%	43	0%
20019-000	Insurance Companies	1,721,256	15	14,118	17	13,546	96%	550	4%	22	0%
60732-000	Property Management	2,369,367	7	13,721	18	11,053	81%	2,618	19%	50	0%
60473-000	Internet Service	671,925	49	12,491	19	10,983	88%	1,464	12%	44	0%
70511-000	Airlines	105,819	341	11,848	20	9,603	81%	2,147	18%	98	1%
20008-000	Credit Cards and Plans	315,001	102	11,179	21	11,101	99%	72	1%	6	0%
60447-000	Hotels	303,865	106	11,049	22	6,870	62%	4,095	37%	84	1%
80272-000	Wholesale Electronic Supplies	73,527	489	9,949	23	9,847	99%	102	1%	0	NA
60102-000	Auto Renting and Leasing	283,323	120	9,864	24	8,372	85%	1,478	15%	14	0%
20049-000	Consumer Finance Companies	943,256	31	9,102	25	8,767	96%	278	3%	57	1%
50435-100	Mobile Apps	104,546	343	8,447	26	8,026	95%	417	5%	4	0%
60042-000	Apartments	736,345	38	8,259	27	4,516	55%	3,643	44%	100	1%
85363-000	Social Media Marketing	125,075	297	8,247	28	4,006	49%	4,238	51%	3	0%
70542-000	Delivery Service	371,641	89	7,837	29	7,155	91%	663	8%	19	0%
50435-000	Mobile Phone Service	109,081	326	7,678	30	7,465	97%	204	3%	9	0%
60103-000	Auto Repair	1,875,306	11	7,663	31	4,477	58%	3,098	40%	88	1%
60531-000	Mailing Services	193,225	198	7,478	32	6,927	93%	425	6%	126	2%
60167-000	Burglar Alarm Systems	287,862	117	7,445	33	7,347	99%	87	1%	11	0%
55203-000	Department Stores	119,126	309	7,185	34	6,709	93%	444	6%	32	0%
70571-000	Moving Companies	1,650,941	18	7,146	35	4,429	62%	2,595	36%	122	2%
60927-000	Wholesale Video Games	37,316	819	6,830	36	6,794	99%	34	0%	2	0%
50544-000	Restaurants	721,149	39	6,519	37	3,209	49%	3,233	50%	77	1%
10079-000	Home Improvement	1,526,777	22	6,463	38	5,586	86%	835	13%	42	1%
60430-100	Fitness Center	309,441	103	6,279	39	3,822	61%	2,395	38%	62	1%
20047-000	Loans	1,517,930	23	6,194	40	5,150	83%	976	16%	68	1%
55093-000	Clothing	740,703	37	6,092	41	3,440	56%	2,559	42%	93	2%
50238-000	Electronic Equipment Dealers	178,862	215	5,742	42	5,405	94%	331	6%	6	0%
75100-000	Prepaid Credit Cards	96,875	380	5,733	43	5,669	99%	29	1%	35	1%
10126-000	Roofing Contractors	7,033,669	1	5,731	44	3,969	69%	1,628	28%	134	2%
60268-000	Credit Reporting Agencies	137,144	261	5,436	45	5,333	98%	86	2%	17	0%
50110-000	Building Materials	225,066	159	5,364	46	5,235	98%	125	2%	4	0%
60235-000	Computer Hardware	278,578	123	5,229	47	4,864	93%	323	6%	42	1%
50277-100	Food Delivery	125,581	296	4,970	48	4,771	96%	195	4%	4	0%
70571-200	Moving Brokers	413,902	78	4,828	49	3,521	73%	1,294	27%	13	0%
70544-000	Electric Companies	274,590	126	4,726	50	4,446	94%	274	6%	6	0%
60650-000	Pest Control	1,307,065	24	4,615	51	4,164	90%	435	9%	16	0%
70632-100	Online Travel Agency	270,238	129	4,561	52	3,821	84%	677	15%	63	1%
60448-000	Hotel Reservation	156,303	238	4,538	53	4,344	96%	190	4%	4	0%
60748-000	Rental Listings	56,322	608	4,407	54	4,360	99%	45	1%	2	0%
10078-000	Home Builders	2,369,197	10	4,390	55	3,769	86%	598	14%	23	1%
20053-000	Mortgage Broker	1,155,106	27	4,297	56	4,057	94%	211	5%	29	1%
50043-000	New Auto Parts	600,414	59	4,269	57	3,485	82%	776	18%	8	0%
70592-000	Garbage Removal	268,321	130	4,185	58	3,550	85%	620	15%	15	0%
55544-000	Telecommunications	176,403	219	4,185	58	3,999	96%	184	4%	2	0%
50750-000	Transportation	267,118	131	4,165	60	2,697	65%	1,459	35%	9	0%
10035-000	General Contractor	4,696,924	3	4,073	61	1,904	47%	2,051	50%	118	3%
60043-000	Major Appliance Services	428,436	74	4,060	62	3,618	89%	406	10%	36	1%
50582-000	Retail Shoes	335,272	95	4,040	63	3,458	86%	521	13%	61	2%
50411-000	Catalog Shopping	378,123	87	3,956	64	3,821	97%	121	3%	14	0%
90050-000	High Risk Free Trial Offers	442,076	72	3,924	65	2,575	66%	1,236	31%	113	3%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
20003-100	Banking Services	65,060	534	3,889	66	3,789	97%	93	2%	7	0%
50016-000	Major Appliance Dealers	447,265	71	3,878	67	3,579	92%	280	7%	19	0%
89700-000	Loan Servicing	244,660	147	3,869	68	3,735	97%	118	3%	16	0%
60289-000	Dentist	716,888	41	3,868	69	2,429	63%	1,393	36%	46	1%
10182-000	Heating and Air Conditioning	2,599,475	7	3,865	70	2,955	76%	851	22%	59	2%
50275-000	Retail Florist	205,188	179	3,856	71	3,564	92%	286	7%	6	0%
65733-000	Vacation Rentals	288,286	116	3,831	72	3,306	86%	518	14%	7	0%
30024-000	Auto Manufacturers	89,209	410	3,779	73	3,129	83%	648	17%	2	0%
20009-000	Credit Union	359,156	90	3,761	74	3,504	93%	257	7%	0	NA
10113-000	Plumber	3,236,818	4	3,737	75	2,791	75%	904	24%	42	1%
61064-000	Moving and Storage Companies	608,505	56	3,520	76	2,319	66%	1,168	33%	33	1%
60430-000	Health Club	151,622	246	3,423	77	2,832	83%	547	16%	44	1%
30418-000	Newspaper	118,697	311	3,360	78	2,829	84%	524	16%	7	0%
70618-000	Telephones	169,227	227	3,358	79	3,191	95%	155	5%	12	0%
50367-000	Jewelry Stores	879,957	32	3,344	80	2,648	79%	665	20%	31	1%
65112-000	Extended Warranty Contract Service Companies	251,492	143	3,318	81	3,227	97%	77	2%	14	0%
80029-000	Wholesale Major Appliances	75,403	479	3,262	82	3,041	93%	221	7%	0	NA
64000-000	Home Electronics	86,198	424	3,075	83	2,919	95%	152	5%	4	0%
50419-000	Mattress	281,127	122	3,040	84	2,441	80%	590	19%	9	0%
60891-000	Towing Company	598,708	60	2,900	85	1,348	46%	1,514	52%	38	1%
55570-000	Exercise Equipment	129,266	276	2,859	86	2,158	75%	607	21%	94	3%
60282-100	Online Dating Services	81,165	448	2,801	87	2,649	95%	150	5%	2	0%
50304-000	Propane	107,391	334	2,776	88	871	31%	1,905	69%	0	NA
20048-000	Small Business Loans	204,971	181	2,751	89	2,629	96%	109	4%	13	0%
50173-000	Computer Dealers	240,104	151	2,722	90	2,440	90%	279	10%	3	0%
60236-000	Computer Software Developers	215,288	169	2,711	91	2,404	89%	267	10%	40	1%
44006-000	Appliances	89,584	408	2,707	92	2,396	89%	283	10%	28	1%
60729-000	Real Estate	1,110,101	28	2,691	93	1,867	69%	794	30%	30	1%
70610-000	Storage Units	174,018	221	2,673	94	2,268	85%	395	15%	10	0%
60112-200	Auto Service Contract Companies	633,157	51	2,621	95	2,474	94%	124	5%	23	1%
20014-010	Cryptocurrency Exchange	46,646	697	2,547	96	1,952	77%	577	23%	18	1%
50737-000	Windows	666,772	48	2,488	97	2,237	90%	225	9%	26	1%
55502-000	Car Dealers	252,450	141	2,457	98	1,541	63%	890	36%	26	1%
10151-000	Pool Contractors	954,902	30	2,438	99	1,744	72%	653	27%	41	2%
65475-000	Online Gaming	117,263	314	2,436	100	1,994	82%	435	18%	7	0%
60445-000	Hospital	204,672	182	2,425	101	1,759	73%	662	27%	4	0%
50133-000	New Carpet	396,367	82	2,417	102	2,310	96%	100	4%	7	0%
60180-000	Car Wash	194,198	194	2,354	103	1,416	60%	890	38%	48	2%
85221-100	Credit Card Merchant Services	163,712	230	2,329	104	2,284	98%	43	2%	2	0%
00157-000	Lawn Maintenance	760,851	35	2,300	105	2,002	87%	280	12%	18	1%
60429-200	Health and Wellness	616,145	54	2,245	106	1,869	83%	358	16%	18	1%
10148-100	Retail Stores	229,977	156	2,242	107	1,274	57%	907	40%	61	3%
50659-000	Tire Dealers	298,333	109	2,238	108	1,568	70%	656	29%	14	1%
50712-000	Vitamins and Supplements	777,490	34	2,192	109	1,464	67%	704	32%	24	1%
20053-200	Mortgage Lenders	854,125	33	2,186	110	2,067	95%	100	5%	19	1%
80668-200	Solar Energy Contractors	603,694	57	2,180	111	1,754	80%	384	18%	42	2%
80668-000	Solar Energy Equipment Dealers	284,535	118	2,136	112	2,043	96%	77	4%	16	1%
60075-000	Lawyers	1,531,416	21	2,129	113	1,555	73%	543	26%	31	1%
50040-200	Online Car Dealers	152,124	245	2,099	114	2,045	97%	37	2%	17	1%
25053-000	Mortgage Banker	524,456	65	2,090	115	2,059	99%	28	1%	3	0%
10003-000	Air Conditioning Contractor	1,250,489	26	2,089	116	1,689	81%	372	18%	28	1%
60466-000	Information Bureaus	130,117	275	2,079	117	1,769	85%	98	5%	212	10%
60857-000	Tax Return Preparation	645,735	50	2,070	118	1,534	74%	499	24%	37	2%
60916-000	Vacation Timeshare	131,608	271	2,056	119	1,962	95%	92	4%	2	0%
70539-000	Cruises	54,204	622	2,055	120	1,779	87%	274	13%	2	0%
50608-000	Sporting Goods Retail	352,882	92	2,048	121	1,554	76%	486	24%	8	0%
60573-000	Motel	94,308	388	2,044	122	966	47%	1,061	52%	17	1%
00155-000	Landscape Contractors	1,838,192	12	2,013	123	949	47%	1,021	51%	43	2%
10177-000	Construction Services	2,452,597	8	1,963	124	975	50%	937	48%	51	3%
85364-100	Online Education	244,662	146	1,953	125	1,783	91%	153	8%	17	1%
60037-000	Amusement Parks	60,821	566	1,894	126	1,488	79%	391	21%	15	1%
50740-000	Womens Clothing	339,056	94	1,892	127	1,100	58%	739	39%	53	3%
60473-100	Internet Providers	99,346	367	1,873	128	1,605	86%	262	14%	6	0%
50244-000	Exercise Machines	90,003	406	1,871	129	1,750	94%	118	6%	3	0%
20080-000	Insurance Services Office	619,820	52	1,838	130	1,575	86%	223	12%	40	2%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60112-300	Auto Warranty Plans	298,179	110	1,820	131	1,281	70%	395	22%	144	8%
60811-000	Skin Care	427,223	75	1,801	132	1,183	66%	530	29%	88	5%
55575-000	Shoes	84,346	432	1,790	133	1,034	58%	701	39%	55	3%
60719-000	Buying Clubs	39,223	788	1,777	134	1,769	100%	7	0%	1	0%
90033-000	Travel Club	172,035	224	1,744	135	1,484	85%	211	12%	49	3%
60752-000	Resort	127,902	280	1,729	136	1,406	81%	315	18%	8	0%
60282-000	Dating Services	150,408	247	1,726	137	1,587	92%	134	8%	5	0%
60094-000	Auto Body Repair and Painting	698,654	43	1,705	138	990	58%	706	41%	9	1%
50326-100	Gun Dealers	389,011	85	1,693	139	1,253	74%	379	22%	61	4%
50486-000	Pet Supplies	390,440	84	1,688	140	1,281	76%	391	23%	16	1%
60971-000	Health	454,340	69	1,684	141	1,187	70%	482	29%	15	1%
50017-000	Major Appliance Parts	159,645	235	1,681	142	1,542	92%	134	8%	5	0%
50336-000	Health Products	672,808	46	1,676	143	999	60%	667	40%	10	1%
50707-000	Video Game Dealers	52,986	636	1,672	144	1,440	86%	224	13%	8	0%
55528-000	Auto Parts	187,171	206	1,663	145	972	58%	661	40%	30	2%
80385-100	Medical Equipment	353,972	91	1,651	146	1,400	85%	243	15%	8	0%
80083-000	Beverage Dispenser	47,857	689	1,622	147	1,611	99%	11	1%	0	NA
50203-000	Discount Stores	98,585	368	1,619	148	1,441	89%	169	10%	9	1%
60786-000	Searchers of Records	220,024	166	1,567	149	1,359	87%	205	13%	3	0%
50535-000	RV Dealers	261,695	135	1,548	150	1,324	86%	217	14%	7	0%
70595-000	Sanitation Consultants	20,056	1,226	1,531	151	1,524	100%	7	0%	0	NA
61036-000	Cosmetics Sales	217,306	168	1,525	152	1,260	83%	260	17%	5	0%
50609-000	Retail Sportswear	115,460	316	1,521	153	1,338	88%	177	12%	6	0%
50488-000	Pharmacy	179,144	213	1,496	154	1,351	90%	145	10%	0	NA
60997-000	Auto Services	305,085	105	1,471	155	1,116	76%	344	23%	11	1%
60134-000	Beauty Salon	277,846	124	1,460	156	989	68%	447	31%	24	2%
20079-000	Credit Services	198,844	189	1,459	157	1,364	93%	90	6%	5	0%
60455-000	Identification Bureau	70,188	503	1,456	158	1,456	100%	0	NA	0	NA
90040-000	High Risk Behavior/Practices	252,041	142	1,421	159	239	17%	709	50%	473	33%
50467-000	Retail Optical Goods	205,928	175	1,412	160	1,235	87%	177	13%	0	NA
44006-100	Appliance Repair	223,332	161	1,408	161	495	35%	850	60%	63	4%
20021-000	Auto Insurance	236,913	155	1,401	162	1,257	90%	138	10%	6	0%
55525-000	Construction	411,503	79	1,398	163	342	24%	1,016	73%	40	3%
60788-000	Security System Monitors	237,924	153	1,397	164	1,163	83%	220	16%	14	1%
50252-000	Fence Contractors	665,536	49	1,390	165	737	53%	614	44%	39	3%
60979-000	Internet Marketing Services	422,298	77	1,388	166	1,182	85%	174	13%	32	2%
60684-000	Plastic Surgery	261,224	137	1,386	167	1,003	72%	379	27%	4	0%
60665-000	Medical Doctor	265,162	132	1,372	168	877	64%	487	35%	8	1%
60420-100	Laser Hair Removal	74,775	483	1,371	169	1,276	93%	90	7%	5	0%
61004-400	Timeshare Cancellation	178,917	214	1,370	170	213	16%	987	72%	170	12%
80075-000	Beauty Supplies	198,455	191	1,363	171	791	58%	544	40%	28	2%
50322-000	Grocery Store	189,824	201	1,360	172	1,070	79%	286	21%	4	0%
50310-100	Home Accessories	60,155	575	1,350	173	1,220	90%	121	9%	9	1%
10178-000	Window Installation	577,531	62	1,340	174	1,216	91%	116	9%	8	1%
85289-000	Contractor Referral	127,160	285	1,314	175	1,262	96%	51	4%	1	0%
30346-100	Legal Document Help	317,012	101	1,310	176	834	64%	432	33%	44	3%
20013-000	Financing	237,041	154	1,249	177	1,175	94%	68	5%	6	0%
70554-000	Natural Gas Companies	87,280	418	1,234	178	1,157	94%	74	6%	3	0%
00219-000	Tree Service	1,255,511	25	1,213	179	586	48%	592	49%	35	3%
60353-000	Exercise Programs	282,985	121	1,211	180	897	74%	303	25%	11	1%
60640-000	Parking Facilities	78,065	463	1,205	181	863	72%	338	28%	4	0%
60733-000	Real Estate Rentals	241,358	148	1,196	182	950	79%	234	20%	12	1%
50169-000	Collectibles	127,186	284	1,190	183	799	67%	390	33%	1	0%
65473-000	Web Hosting	229,046	157	1,186	184	942	79%	241	20%	3	0%
10095-000	Painting Contractors	1,547,969	20	1,184	185	567	48%	592	50%	25	2%
60172-000	Business Consultant	308,938	104	1,179	186	1,031	87%	142	12%	6	1%
60242-000	Network Computer	54,468	620	1,163	187	1,143	98%	18	2%	2	0%
80455-000	Mailing Equipment	19,631	1,248	1,137	188	1,126	99%	11	1%	0	NA
15035-000	Handyman	718,343	40	1,127	189	468	42%	621	55%	38	3%
60909-000	Truck Rentals	21,899	1,175	1,121	190	1,060	95%	61	5%	0	NA
70646-000	Bottled Water Companies	33,466	891	1,112	191	1,092	98%	20	2%	0	NA
80191-000	Wholesale Computers	13,597	1,522	1,098	192	1,077	98%	8	1%	13	1%
30253-000	Furniture Manufacturers	188,156	204	1,083	193	988	91%	89	8%	6	1%
89000-000	Digital Media	77,778	465	1,083	193	734	68%	348	32%	1	0%
60218-000	Clinic	176,877	218	1,068	195	748	70%	302	28%	18	2%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
70562-100	Car Service	23,547	1,122	1,060	196	984	93%	74	7%	2	0%
60772-100	Sales Lead Generation	194,019	195	1,057	197	918	87%	130	12%	9	1%
50308-000	General Merchandise	130,393	274	1,054	198	487	46%	527	50%	40	4%
60235-010	Computer Software	178,138	216	1,038	199	768	74%	227	22%	43	4%
85221-000	Credit Card Processing Services	144,083	251	1,032	200	971	94%	57	6%	4	0%
50337-000	Hearing Assistive Devices	330,226	97	1,031	201	824	80%	184	18%	23	2%
60142-000	Billing Services	154,736	241	1,025	202	936	91%	85	8%	4	0%
60537-000	Market Research	264,601	133	1,005	203	830	83%	168	17%	7	1%
65785-000	Online Trading School	39,453	783	999	204	931	93%	68	7%	0	NA
60548-100	Medical Billing	205,896	176	994	205	794	80%	171	17%	29	3%
60904-001	Logistics	133,192	268	990	206	730	74%	239	24%	21	2%
60445-100	Urgent Care Clinic	56,236	609	990	206	496	50%	494	50%	0	NA
60902-000	Transmission	256,023	139	977	208	606	62%	357	37%	14	1%
60140-000	Bill Paying Services	64,848	536	976	209	968	99%	7	1%	1	0%
50615-000	Stationers	56,190	610	973	210	49	5%	924	95%	0	NA
75100-100	Prepaid Debit Cards	19,602	1,250	973	210	969	100%	4	0%	0	NA
10102-000	Paving Contractors	682,810	45	969	212	437	45%	492	51%	40	4%
60095-100	Auto Accessories	125,785	294	955	213	611	64%	333	35%	11	1%
20027-000	Health Insurance	257,455	138	939	214	790	84%	145	15%	4	0%
20019-100	Insurance Agency	422,584	76	934	215	729	78%	144	15%	61	7%
10032-000	Concrete Contractors	1,007,616	29	933	216	413	44%	501	54%	19	2%
80364-150	Wigs	142,528	252	931	217	464	50%	452	49%	15	2%
10073-200	Gutter Guards	126,714	290	918	218	901	98%	16	2%	1	0%
10153-000	Pool Supplies	160,395	234	914	219	739	81%	169	18%	6	1%
50720-000	Water Heater Dealers	59,040	584	899	220	857	95%	41	5%	1	0%
60539-000	Marketing Programs	520,046	66	896	221	723	81%	156	17%	17	2%
50175-000	Computer Parts	99,746	365	889	222	712	80%	174	20%	3	0%
44073-000	Insurance	221,277	163	885	223	757	86%	125	14%	3	0%
60486-000	Medical Lab	75,494	477	885	223	362	41%	521	59%	2	0%
61004-000	Timeshare Companies	107,186	336	879	225	768	87%	97	11%	14	2%
20040-000	Insurance Claims Processing	91,328	402	871	226	632	73%	236	27%	3	0%
50159-000	Consignment Clothes	49,693	673	869	227	801	92%	57	7%	11	1%
00222-000	Veterinarian	301,610	108	867	228	562	65%	300	35%	5	1%
87100-000	Energy Service Company	210,059	170	856	229	803	94%	45	5%	8	1%
50440-000	Motorcycle Dealers	194,860	193	851	230	552	65%	288	34%	11	1%
30543-000	Publishers Book	262,119	134	846	231	603	71%	140	17%	103	12%
30052-000	Toll Booth	32,744	907	843	232	542	64%	301	36%	0	NA
30545-000	Publishers Periodical	124,323	300	836	233	761	91%	75	9%	0	NA
61100-000	Real Estate Services	226,384	158	828	234	503	61%	319	39%	6	1%
70583-000	Radio Stations	30,959	944	827	235	813	98%	14	2%	0	NA
70572-000	Moving Services	159,516	236	820	236	443	54%	372	45%	5	1%
99999-000	Not Elsewhere Classified	127,577	282	818	237	338	41%	413	50%	67	8%
50396-000	Linens	23,965	1,109	818	237	777	95%	39	5%	2	0%
70647-000	Utility Water Company	89,375	409	816	239	662	81%	154	19%	0	NA
60858-000	Tax Consultant	272,317	127	804	240	665	83%	125	16%	14	2%
44036-000	Electronics and Technology	77,749	466	801	241	481	60%	306	38%	14	2%
61022-000	Genealogy	57,357	601	797	242	785	98%	12	2%	0	NA
60987-000	Business Services	245,170	145	792	243	352	44%	393	50%	47	6%
60788-100	Security Cameras	35,710	849	784	244	722	92%	59	8%	3	0%
80668-100	Solar Energy Design	199,951	187	779	245	702	90%	49	6%	28	4%
80515-000	Office Supplies	128,540	278	768	246	705	92%	62	8%	1	0%
80385-000	Hospital Supplies	139,740	257	764	247	607	79%	156	20%	1	0%
30544-000	Publishers Directory	121,910	303	761	248	724	95%	33	4%	4	1%
20052-000	Money Orders	30,195	956	754	249	738	98%	16	2%	0	NA
25049-000	Payday Loans	205,136	180	751	250	575	77%	121	16%	55	7%
85274-000	Travel Insurance	42,748	743	745	251	722	97%	23	3%	0	NA
05195-000	Dog Breeders	713,997	42	736	252	197	27%	431	59%	108	15%
25077-000	Debt Relief Services	294,810	113	735	253	624	85%	97	13%	14	2%
60393-100	Rent to Own Furniture	10,032	1,775	735	253	728	99%	5	1%	2	0%
50278-000	Carry Out Food	44,751	719	732	255	350	48%	378	52%	4	1%
70700-000	Ticket Brokers	65,151	533	729	256	142	19%	583	80%	4	1%
61075-000	Market Survey	133,576	267	726	257	703	97%	23	3%	0	NA
20045-000	Investment Advisory Services	188,230	203	724	258	542	75%	174	24%	8	1%
61028-000	TV Home Shopping	100,689	359	724	258	719	99%	4	1%	1	0%
10049-000	Electrician	1,603,032	19	723	260	476	66%	241	33%	6	1%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60779-000	College and University	188,102	205	721	261	567	79%	147	20%	7	1%
60543-000	Massage Therapist	114,046	319	720	262	373	52%	320	44%	27	4%
60980-000	Web Design	204,418	183	718	263	248	35%	413	58%	57	8%
60292-000	Cosmetic Dentistry	63,830	546	716	264	688	96%	28	4%	0	NA
50485-000	Pet Shop	186,631	207	715	265	491	69%	207	29%	17	2%
60603-000	Nail Salon	118,442	312	710	266	255	36%	446	63%	9	1%
10182-200	Residential Air Conditioning Contractors	372,326	88	706	267	574	81%	126	18%	6	1%
60647-000	Payroll Services	80,206	450	705	268	668	95%	31	4%	6	1%
70551-000	Freight Forwarding	127,055	286	704	269	489	69%	212	30%	3	0%
50295-000	Games	59,683	578	702	270	342	49%	350	50%	10	1%
60367-000	Fire and Water Damage Restoration	439,294	73	693	271	585	84%	105	15%	3	0%
60115-000	Baby Accessories	60,316	573	691	272	461	67%	224	32%	6	1%
25045-000	Real Estate Investing	580,466	61	685	273	581	85%	93	14%	11	2%
10177-200	Remodeling	399,716	81	678	274	270	40%	362	53%	46	7%
10035-200	Remodel Contractors	537,650	64	670	275	271	40%	387	58%	12	2%
80364-000	Hair Products	131,872	270	669	276	397	59%	253	38%	19	3%
50469-000	Optician	58,976	586	668	277	568	85%	100	15%	0	NA
44095-000	Parking	27,968	1,020	666	278	501	75%	165	25%	0	NA
20047-500	Student Loan Services	154,241	242	663	279	491	74%	166	25%	6	1%
50749-000	Pre-Paid Phone Card	13,043	1,556	661	280	633	96%	28	4%	0	NA
60292-010	Dental Services	57,689	596	660	281	638	97%	21	3%	1	0%
60809-000	Ski Resorts	11,416	1,656	659	282	574	87%	85	13%	0	NA
60112-000	Auto Warranty Processing	130,586	273	656	283	618	94%	18	3%	20	3%
90032-100	Coupon Service	106,015	340	656	283	609	93%	41	6%	6	1%
50069-000	Bed Sales	54,042	625	656	283	624	95%	31	5%	1	0%
50489-000	Photography Equipment	94,643	386	653	286	439	67%	209	32%	5	1%
60538-000	Marketing Consultant	240,220	150	652	287	455	70%	183	28%	14	2%
20013-100	Auto Financing	121,620	304	652	287	613	94%	38	6%	1	0%
60762-000	Roadside Assistance	60,529	569	650	289	525	81%	110	17%	15	2%
50502-000	Pizza	59,433	580	650	289	202	31%	439	68%	9	1%
60418-000	Gymnasium	19,890	1,234	649	291	269	41%	365	56%	15	2%
82300-000	Lawn Care	172,301	223	643	292	396	62%	243	38%	4	1%
00107-000	Animal Hospital	97,372	376	642	293	548	85%	94	15%	0	NA
60214-000	Dry Cleaners	126,943	289	637	294	268	42%	347	54%	22	3%
50142-000	Tablet Equipment	97,482	374	637	294	352	55%	272	43%	13	2%
50327-000	Gun Equipment	100,544	360	636	296	301	47%	329	52%	6	1%
50397-000	Lingerie	57,801	593	635	297	550	87%	82	13%	3	0%
20029-000	Life Insurance	291,699	114	629	298	598	95%	27	4%	4	1%
60975-000	Magazine Sales	102,453	352	625	299	412	66%	120	19%	93	15%
60319-000	Educational Consultant	157,697	237	624	300	581	93%	42	7%	1	0%
30410-000	Monogram	16,627	1,376	623	301	610	98%	13	2%	0	NA
60519-000	Liquidators	45,270	715	622	302	275	44%	343	55%	4	1%
50602-000	Hot Tub Dealers	126,992	288	610	303	491	80%	116	19%	3	0%
50273-000	Retail Floor Materials	119,032	310	605	304	504	83%	101	17%	0	NA
50567-000	Gas Station	107,764	332	603	305	281	47%	311	52%	11	2%
60488-100	DNA Testing	78,499	460	603	305	459	76%	144	24%	0	NA
10023-000	Carport	59,611	579	599	307	485	81%	113	19%	1	0%
50024-100	Military Gear	86,063	426	597	308	582	97%	15	3%	0	NA
90027-000	Credit Repair Advanced Fee	201,918	186	594	309	438	74%	141	24%	15	3%
60990-000	Windshield Repair	135,081	265	591	310	472	80%	117	20%	2	0%
60946-000	Weight Loss	207,978	172	590	311	459	78%	118	20%	13	2%
60298-000	Diabetic Supplies	28,367	1,007	590	311	516	87%	69	12%	5	1%
85272-000	Information Technology Services	283,349	119	589	313	328	56%	246	42%	15	3%
95085-000	Identity Theft Protection	63,700	547	588	314	477	98%	10	2%	1	0%
60235-300	Computer Services	51,544	655	586	315	488	83%	92	16%	6	1%
50620-100	Window and Door Installation	183,794	210	585	316	514	88%	66	11%	5	1%
60110-000	Auto Transportation	388,681	86	581	317	428	74%	150	26%	3	1%
60504-000	Leasing Services	110,616	322	578	318	553	96%	22	4%	3	1%
85293-000	Employment Background Check	103,968	346	577	319	517	90%	60	10%	0	NA
61004-101	Timeshare Resale and Rental Marketing	177,808	217	576	320	269	47%	192	33%	115	20%
65134-000	Spa	92,053	400	573	321	217	38%	282	49%	74	13%
20046-000	Investment Security	68,212	515	563	322	526	93%	33	6%	4	1%
85366-000	Flooring Contractors	333,196	96	560	323	307	55%	244	44%	9	2%
60629-000	Optometrist	100,279	361	560	323	355	63%	200	36%	5	1%
50184-000	Contact Lenses	89,726	407	560	323	477	85%	80	14%	3	1%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
70626-000	Tour Operators	104,360	344	559	326	467	84%	77	14%	15	3%
60245-000	Computer Repair	199,765	188	557	327	348	62%	192	34%	17	3%
50309-000	Gift Baskets	41,831	749	557	327	143	26%	392	70%	22	4%
90027-200	Credit Repair Services	140,880	255	555	329	352	63%	193	35%	10	2%
50411-100	Subscription Boxes	30,940	945	554	330	390	70%	162	29%	2	0%
82000-000	Water and Sewer Line Protection	77,401	468	553	331	551	100%	2	0%	0	NA
90034-000	Vacation Certificates and Vouchers	119,852	306	550	332	390	71%	119	22%	41	7%
80779-000	Water Purification Equipment	192,690	199	546	333	406	74%	121	22%	19	3%
85351-000	Online Auctions	176,082	220	545	334	469	86%	76	14%	0	NA
60112-100	Auto Warranty Services	125,586	295	545	334	325	60%	159	29%	61	11%
50199-000	Convenience Store	93,329	394	545	334	253	46%	280	51%	12	2%
50030-000	Audio Visual Equipment	60,305	574	544	337	454	83%	82	15%	8	1%
30663-000	Pool Manufacturers	33,792	886	544	337	489	90%	55	10%	0	NA
85285-000	Publishers Magazine	73,331	490	542	339	354	65%	186	34%	2	0%
80690-000	Steel Fabrication	52,794	639	536	340	519	97%	16	3%	1	0%
60655-100	Photographer	98,183	370	534	341	223	42%	286	54%	25	5%
65246-000	Security Systems	50,650	663	531	342	491	92%	38	7%	2	0%
50058-000	Baseball Cards	28,756	998	530	343	269	51%	243	46%	18	3%
65259-100	Online Event Registration	18,159	1,299	527	344	403	76%	124	24%	0	NA
60997-100	Auto Lube	26,660	1,045	526	345	427	81%	99	19%	0	NA
50089-000	Boutique	110,095	323	521	346	306	59%	192	37%	23	4%
80811-000	Commercial Manufacturers	50,369	667	515	347	437	85%	77	15%	1	0%
70529-000	Bus Lines	17,013	1,365	512	348	354	69%	158	31%	0	NA
80041-000	Used and Rebuilt Auto Parts	97,673	373	507	349	381	75%	122	24%	4	1%
30786-000	Commercial Products Wholesale and Distributor	59,316	582	505	350	479	95%	26	5%	0	NA
73200-000	Virtual Currency	19,936	1,232	498	351	315	63%	149	30%	34	7%
66002-000	Cleaning Services	405,280	80	497	352	216	43%	273	55%	8	2%
85360-000	Garage Doors	326,356	98	496	353	326	66%	161	32%	9	2%
60787-000	Administrative Services	96,311	382	496	353	310	63%	44	9%	142	29%
50442-000	Motorcycle Supplies	63,662	549	496	353	306	62%	189	38%	1	0%
00197-000	Pet Insurance	44,487	724	494	356	493	100%	1	0%	0	NA
50719-000	Watch Dealers	137,316	260	492	357	365	74%	100	20%	27	5%
10013-000	Building Contractors	617,655	53	491	358	264	54%	219	45%	8	2%
30117-000	Collection Systems	63,330	551	490	359	387	79%	92	19%	11	2%
60184-000	Carpet and Rug Cleaners	295,830	112	489	360	285	58%	197	40%	7	1%
50326-000	Gunsmiths	203,419	185	484	361	344	71%	137	28%	3	1%
70512-000	Airline Ticket Agency	39,165	789	484	361	340	70%	118	24%	26	5%
50074-000	Bicycle Dealers	70,152	504	482	363	231	48%	243	50%	8	2%
80041-200	Used Auto Parts	53,510	630	479	364	311	65%	166	35%	2	0%
65259-000	Event Planner	72,443	493	477	365	184	39%	278	58%	15	3%
61063-000	Travel Services	62,318	559	472	366	322	68%	149	32%	1	0%
50351-000	Housewares	32,346	914	472	366	393	83%	79	17%	0	NA
50298-000	Lawn and Garden	101,817	354	471	368	370	79%	99	21%	2	0%
50005-000	ATV	97,134	379	469	369	249	53%	203	43%	17	4%
60900-000	Training Program	193,859	196	467	370	293	63%	168	36%	6	1%
50085-000	New Books	54,199	623	467	370	301	64%	165	35%	1	0%
60473-600	Digital Marketing	189,241	202	465	372	313	67%	147	32%	5	1%
30003-000	Directory Advertising	71,890	496	461	373	321	70%	138	30%	2	0%
10035-500	Electrical Contractors	503,082	67	459	374	254	55%	132	29%	73	16%
50460-000	Plant Nursery	127,373	283	458	375	363	79%	86	19%	9	2%
60182-100	Employment Counselor	6,884	2,118	456	376	450	99%	6	1%	0	NA
80669-000	Solar Energy Equipment	57,929	592	453	377	428	94%	17	4%	8	2%
50480-000	Party Supplies	47,609	691	453	377	397	88%	54	12%	2	0%
44029-000	Dental	25,260	1,075	453	377	202	45%	230	51%	21	5%
60533-000	Management Consultant	103,840	347	452	380	150	33%	298	66%	4	1%
30413-100	Music Distribution Companies	17,569	1,328	452	380	389	86%	62	14%	1	0%
50624-100	Eye-glass Suppliers	53,518	629	449	382	355	79%	94	21%	0	NA
60013-000	Direct Mail Advertising	106,798	338	448	383	408	91%	37	8%	3	1%
60522-000	Locksmith	154,843	240	446	384	204	46%	231	52%	11	2%
60393-000	Rental Furniture	32,062	922	444	385	402	91%	39	9%	3	1%
50671-000	Toys	74,205	484	443	386	246	56%	184	42%	13	3%
50447-000	Music Instrument Store	63,163	552	443	386	305	69%	135	30%	3	1%
60509-000	Legal Services	93,312	395	441	388	262	59%	55	12%	124	28%
60188-000	Casino	44,723	721	441	388	322	73%	118	27%	1	0%
80551-000	Medical Supplies	80,025	451	440	390	252	57%	185	42%	3	1%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
50112-000	Metal Building	106,866	337	438	391	387	88%	50	11%	1	0%
20061-000	Real Estate Development	208,787	171	436	392	328	75%	104	24%	4	1%
60134-010	Hair Salon	34,772	868	433	393	204	47%	226	52%	3	1%
10058-000	Floor Installation	197,602	192	430	394	302	70%	124	29%	4	1%
50085-100	Textbooks	44,913	718	430	394	423	98%	7	2%	0	NA
60386-200	Crowdfunding	30,388	954	429	396	405	94%	21	5%	3	1%
60070-000	Association Management	93,646	392	428	397	364	85%	60	14%	4	1%
10080-010	Movers	37,488	817	428	397	136	32%	269	63%	23	5%
80334-000	Wholesale Furniture	81,355	445	427	399	354	83%	68	16%	5	1%
80030-000	Wholesale Small Appliances	30,801	949	427	399	405	95%	22	5%	0	NA
50434-000	Cell Phone Equipment	39,898	775	425	401	303	71%	113	27%	9	2%
10154-000	Pool Service	224,599	160	424	402	236	56%	183	43%	5	1%
50456-000	Night Club	25,174	1,077	424	402	378	89%	44	10%	2	0%
80065-100	Drums	3,276	2,833	422	404	221	52%	200	47%	1	0%
60096-000	Auto Detailing	152,127	244	420	405	178	42%	226	54%	16	4%
50431-000	Manufactured Homes Sales	128,637	277	420	405	304	72%	113	27%	3	1%
30405-000	Manufactured Home Manufacturers	108,156	329	420	405	348	83%	67	16%	5	1%
60469-000	Home Inspection	317,380	100	418	408	296	71%	118	28%	4	1%
10061-000	Foundation Contractors	255,270	140	417	409	331	79%	76	18%	10	2%
60266-000	Credit and Debt Counseling	288,993	115	411	410	274	67%	129	31%	8	2%
60040-000	Apartment Rental Service	107,637	333	410	411	247	60%	161	39%	2	0%
60075-128	Collection Attorney	101,870	353	409	412	380	93%	29	7%	0	NA
20072-000	Title Agent	220,166	165	406	413	314	77%	91	22%	1	0%
60539-200	Marketing Software	50,800	662	406	413	346	85%	55	14%	5	1%
50687-000	T Shirts	88,429	416	404	415	227	56%	168	42%	9	2%
60981-000	Job Listing Service	94,218	389	401	416	370	92%	29	7%	2	0%
60681-000	Radiology	40,360	772	401	416	267	67%	129	32%	5	1%
80763-000	Wholesale Vacuum Cleaners	9,625	1,804	401	416	391	98%	9	2%	1	0%
20012-000	Financial Planning Consultants	206,225	173	399	419	365	91%	31	8%	3	1%
60783-000	Business School	149,245	248	398	420	284	71%	100	25%	14	4%
85273-100	Caregiver Resources	8,482	1,928	398	420	394	99%	4	1%	0	NA
50194-000	Craft Supplies	41,607	752	395	422	219	55%	166	42%	10	3%
70624-000	TV Stations	29,171	986	392	423	344	88%	48	12%	0	NA
50067-000	Bedding	60,981	565	391	424	197	50%	189	48%	5	1%
85333-000	Meal Prep	38,684	797	391	424	303	77%	87	22%	1	0%
30784-000	Producers	79,279	455	390	426	310	79%	75	19%	5	1%
60868-000	TV Program Distributors	6,842	2,123	387	427	365	94%	22	6%	0	NA
60044-000	Small Appliance Services	114,078	318	386	428	189	49%	180	47%	17	4%
85288-100	Electronics Recycling	44,119	727	386	428	373	97%	4	1%	9	2%
50164-000	Coffee and Tea	51,946	649	385	430	308	80%	67	17%	10	3%
55644-000	Publishers	47,436	693	382	431	178	47%	200	52%	4	1%
50149-000	Children's Clothing Stores	52,838	638	381	432	331	87%	34	9%	16	4%
60473-400	Business Process Management	27,860	1,023	381	432	362	95%	19	5%	0	NA
50310-000	Gift Shop	88,779	414	379	434	174	46%	182	48%	23	6%
20054-000	Mutual Funds	14,293	1,482	379	434	376	99%	2	1%	1	0%
44059-000	Health Care	79,425	454	377	436	239	63%	135	36%	3	1%
50697-000	Vaporizer	36,391	831	377	436	229	61%	146	39%	2	1%
50604-000	Hot Tub Parts	24,162	1,106	376	438	137	36%	238	63%	1	0%
20085-200	Investment Management	97,855	371	373	439	217	58%	143	38%	13	3%
60177-000	Campgrounds	71,790	497	372	440	268	72%	104	28%	0	NA
50186-000	Cooking Utensils	42,757	741	372	440	297	80%	74	20%	1	0%
50155-100	Electronic Cigarettes	76,962	472	371	442	212	57%	156	42%	3	1%
50167-000	Coin Dealers	576,622	63	370	443	319	86%	47	13%	4	1%
52100-000	Fashion Accessories	35,090	858	370	443	228	62%	98	26%	44	12%
60385-000	Fulfillment Services	48,660	680	369	445	331	90%	27	7%	11	3%
60088-000	Auctioneer	170,796	225	368	446	275	75%	90	24%	3	1%
60107-700	Auto Maintenance	82,570	436	368	446	148	40%	214	58%	6	2%
60309-101	Driving School	63,664	548	368	446	204	55%	154	42%	10	3%
70515-000	Ambulance Services	50,879	660	368	446	314	85%	53	14%	1	0%
70592-010	Waste Management	16,832	1,371	367	450	251	68%	115	31%	1	0%
60729-102	Real Estate Agent	184,964	209	366	451	219	60%	136	37%	11	3%
10089-000	Mason Contractors	447,957	70	365	452	151	41%	199	55%	15	4%
60294-000	Designer Apparel	36,150	841	365	452	246	67%	115	32%	4	1%
80043-000	Car Racing Equipment	57,516	598	363	454	295	81%	67	18%	1	0%
05153-000	Pet Sitting	48,801	678	363	454	351	97%	11	3%	1	0%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
10177-101	Bathroom Remodel	241,253	149	358	456	275	77%	76	21%	7	2%
60705-000	Product Development and Marketing	69,704	508	357	457	287	80%	68	19%	2	1%
60853-000	Tanning Salons	38,024	810	356	458	223	63%	126	35%	7	2%
60469-400	Home Renovation	191,451	200	355	459	140	39%	205	58%	10	3%
60449-000	House Cleaning	181,539	211	354	460	137	39%	214	60%	3	1%
44013-000	Beauty	74,188	486	353	461	221	63%	124	35%	8	2%
20086-000	Business Opportunities	100,126	363	352	462	295	84%	52	15%	5	1%
50189-000	Perfume	72,927	491	351	463	197	56%	150	43%	4	1%
10073-000	Gutters	277,188	125	350	464	214	61%	126	36%	10	3%
60643-000	Passports and Visas	58,091	591	349	465	178	51%	164	47%	7	2%
10030-000	Commissary Contractors	4,522	2,516	342	466	338	99%	3	1%	1	0%
75000-000	Gift Cards	78,463	461	341	467	217	64%	96	28%	28	8%
60323-000	Electronic Equipment Repair	71,327	500	339	468	193	57%	129	38%	17	5%
65549-000	Medical Service Organization	54,583	619	339	468	236	70%	103	30%	0	NA
50173-100	Printer Sales and Service	18,585	1,280	339	468	319	94%	20	6%	0	NA
50464-000	Fuel Oil	140,936	254	338	471	284	84%	54	16%	0	NA
50336-100	Diet Products	88,703	415	338	471	115	34%	223	66%	0	NA
10164-000	Utility Contractors	53,044	635	336	473	308	92%	27	8%	1	0%
50345-000	Home Furnishings	56,757	604	335	474	288	86%	43	13%	4	1%
50739-000	Retail Wine	76,318	474	334	475	218	65%	116	35%	0	NA
20027-010	Health Sharing Ministries	34,198	878	334	475	327	98%	4	1%	3	1%
50121-000	Cabinets	162,886	231	333	477	203	61%	125	38%	5	2%
25078-000	Debt Relief Services	119,159	308	333	477	224	67%	102	31%	7	2%
41000-000	Sports and Recreation	38,062	809	333	477	151	45%	169	51%	13	4%
80010-000	Advertising Specialties	81,198	446	331	480	285	86%	44	13%	2	1%
60854-000	Tattoos	62,769	554	328	481	128	39%	187	57%	13	4%
50627-000	Survival Supplies	54,831	618	328	481	295	90%	32	10%	1	0%
50647-100	Telecommunication Equipment	24,507	1,093	326	483	293	90%	32	10%	1	0%
20044-000	Insured Property Replacement Service	10,005	1,777	325	484	325	100%	0	NA	0	NA
80362-000	Wholesale Grocers	15,722	1,419	323	485	309	96%	14	4%	0	NA
50330-000	Purses	31,865	927	322	486	169	52%	151	47%	2	1%
44041-000	Entertainment	28,067	1,015	321	487	192	60%	114	36%	15	5%
50390-000	Leather Dealers	18,269	1,295	321	487	248	77%	23	7%	50	16%
85361-000	Garage Door Repair	107,238	335	320	489	182	57%	128	40%	10	3%
81000-800	CBD Oil	94,040	390	319	490	156	49%	138	43%	25	8%
60235-400	Live Streaming	22,406	1,157	319	490	221	69%	98	31%	0	NA
60971-104	Healthcare Management	75,294	480	318	492	253	80%	64	20%	1	0%
50576-000	Custom Shirts	28,691	999	318	492	251	79%	39	12%	28	9%
50434-100	Cell Phone Repair	24,881	1,085	318	492	138	43%	173	54%	7	2%
50040-120	Car Rental	11,553	1,644	318	492	94	30%	223	70%	1	0%
50007-000	Ammunition	135,342	263	317	496	205	65%	105	33%	7	2%
50624-000	Sunglasses	47,916	688	316	497	140	44%	172	54%	4	1%
80075-100	Body Care	36,316	835	316	497	264	84%	51	16%	1	0%
81000-850	CBD Products	71,903	495	315	499	218	69%	94	30%	3	1%
60523-000	Lube Service	28,564	1,004	315	499	185	59%	130	41%	0	NA
50408-000	Subscription Agents	43,364	734	314	501	243	77%	64	20%	7	2%
80217-000	Protective Covers	37,042	825	314	501	284	90%	29	9%	1	0%
44022-000	Counseling	33,333	896	314	501	252	80%	61	19%	1	0%
50750-101	Vehicle Transport	106,624	339	313	504	183	58%	129	41%	1	0%
50589-110	Hoverboards	5,929	2,282	312	505	256	82%	56	18%	0	NA
10155-100	Cable Installation	38,701	796	311	506	298	96%	13	4%	0	NA
30776-000	Government Contractors	12,044	1,616	311	506	305	98%	6	2%	0	NA
60199-000	Child Care Centers	206,207	174	310	508	189	61%	119	38%	2	1%
60729-100	Commercial Real Estate	43,874	729	309	509	60	19%	249	81%	0	NA
80209-000	Cosmetic Manufacturers	25,117	1,079	308	510	294	95%	14	5%	0	NA
20077-000	Debt Consolidation Services	169,428	226	307	511	164	53%	101	33%	42	14%
65037-100	Adult Novelties	76,184	476	307	511	103	34%	199	65%	5	2%
65733-100	Cabin rentals	30,824	948	305	513	266	87%	36	12%	3	1%
80426-000	Laundry Equipment	13,601	1,521	305	513	290	95%	15	5%	0	NA
00155-103	Landscape Maintenance	220,015	167	304	515	119	39%	171	56%	14	5%
85334-000	Employee Benefit Plan	28,160	1,012	304	515	298	98%	6	2%	0	NA
50191-000	Countertops	138,394	259	301	517	178	59%	117	39%	6	2%
80411-000	Jewelry Designers	80,010	452	299	518	203	68%	91	30%	5	2%
50666-000	Hand Tools	25,049	1,080	298	519	269	90%	27	9%	2	1%
44020-000	Communication	14,562	1,468	297	520	281	95%	14	5%	2	1%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
10171-000	Waterproofing Contractors	221,071	164	296	521	239	81%	51	17%	6	2%
60989-000	General Services	63,065	553	296	521	72	24%	224	76%	0	NA
75621-000	Voice Over Internet Protocol Sales and Service	13,379	1,536	295	523	279	95%	16	5%	0	NA
50080-000	Blankets	14,244	1,487	294	524	101	34%	189	64%	4	1%
60488-000	Laboratory Testing	94,521	387	292	525	226	77%	66	23%	0	NA
44010-000	Auto	41,075	761	292	525	137	47%	151	52%	4	1%
10015-000	Concrete	100,242	362	291	527	72	25%	207	71%	12	4%
20085-300	Health Savings Administrators	58,396	588	291	527	260	89%	31	11%	0	NA
80283-000	Farm Equipment	54,914	617	291	527	255	88%	35	12%	1	0%
50018-000	Small Appliance Dealers	32,940	903	291	527	192	66%	98	34%	1	0%
60288-000	Dentist Information Bureaus	4,580	2,502	291	527	235	81%	56	19%	0	NA
60971-105	Health Care Referral	29,445	978	290	532	276	95%	12	4%	2	1%
65544-100	Laser Cosmetic Services	32,510	910	289	533	258	89%	28	10%	3	1%
60361-000	Fashion Designers	23,586	1,118	289	533	159	55%	130	45%	0	NA
50394-000	Retail Light Fixtures	78,964	458	288	535	221	77%	62	22%	5	2%
30346-000	Legal Forms	87,129	419	285	536	218	76%	60	21%	7	2%
50436-000	Monuments	72,687	492	285	536	127	45%	153	54%	5	2%
80042-000	Wholesale Auto Parts	68,337	514	285	536	150	53%	117	41%	18	6%
60312-100	Air Duct Cleaning	121,456	305	284	539	102	36%	148	52%	34	12%
50310-200	Home Accessories Online	43,718	732	283	540	132	47%	143	51%	8	3%
60134-400	Eyelash Extension	20,007	1,230	283	540	148	52%	134	47%	1	0%
30062-000	Food and Beverage Services	56,575	606	281	542	219	78%	61	22%	1	0%
85282-000	Point of Sale Systems	30,109	960	280	543	241	86%	39	14%	0	NA
60874-000	Theatre	17,349	1,344	279	544	156	56%	119	43%	4	1%
10076-000	Heating Contractors	302,025	107	278	545	219	79%	55	20%	4	1%
60264-000	Correspondence Schools	82,132	441	278	545	235	85%	40	14%	3	1%
60073-000	Athletic Organizations	37,482	818	278	545	199	72%	77	28%	2	1%
50449-000	Musical Instrument Supplies and Accessories	25,337	1,072	278	545	241	87%	37	13%	0	NA
50705-100	Blinds	57,439	599	276	549	201	73%	67	24%	8	3%
85266-000	Gambling Machines	15,512	1,428	276	549	202	73%	50	18%	24	9%
20017-000	Holding Company	33,964	881	275	551	255	93%	11	4%	9	3%
60658-000	Portrait Photographers	50,084	670	273	552	201	74%	62	23%	10	4%
80038-000	Auto Auction	75,421	478	271	553	153	56%	116	43%	2	1%
00128-000	Farm	52,234	648	269	554	159	59%	36	13%	74	28%
55336-000	Health and Medical Products	93,844	391	268	555	159	59%	107	40%	2	1%
61011-101	Medical Imaging	33,488	889	267	556	225	84%	40	15%	2	1%
60320-000	Educational Research	29,341	980	266	557	257	97%	9	3%	0	NA
61037-000	Online Cosmetic Sales	109,686	324	265	558	139	52%	122	46%	4	2%
60680-000	Pediatrician	23,078	1,131	265	558	231	87%	34	13%	0	NA
44044-000	Exercise and Wellness	48,156	685	264	560	204	77%	58	22%	2	1%
50535-100	Recreational Vehicles	36,833	826	264	560	196	74%	65	25%	3	1%
50459-000	Novelties	46,264	702	263	562	197	75%	64	24%	2	1%
10135-000	Siding Contractors	322,161	99	261	563	198	76%	55	21%	8	3%
60071-000	Associations	109,477	325	261	563	216	83%	29	11%	16	6%
85293-020	Background Checks	31,307	938	261	563	257	98%	4	2%	0	NA
60451-000	Human Resources	45,170	717	260	566	238	92%	21	8%	1	0%
50498-000	Pillows	85,889	427	259	567	201	78%	58	22%	0	NA
60158-000	Brake Service	36,069	843	258	568	155	60%	101	39%	2	1%
55512-000	Hygiene Products	16,037	1,403	258	568	253	98%	5	2%	0	NA
89800-000	Nutrition	58,674	587	256	570	202	79%	54	21%	0	NA
70640-000	Trucking	133,057	269	254	571	187	74%	64	25%	3	1%
50221-000	Doors	125,899	293	253	572	161	64%	85	34%	7	3%
60487-000	Laboratory Research	35,300	854	252	573	229	91%	23	9%	0	NA
56000-000	Event Center	25,497	1,068	252	573	105	42%	140	56%	7	3%
50737-500	Replacement Windows	128,398	279	250	575	227	91%	23	9%	0	NA
60888-000	Tourist Attractions	10,923	1,694	250	575	182	73%	65	26%	3	1%
60005-000	Accountant	185,538	208	248	577	162	65%	85	34%	1	0%
60746-000	Relocation Services	126,210	291	248	577	214	86%	32	13%	2	1%
10113-010	Plumbing and Heating	102,475	351	248	577	127	51%	120	48%	1	0%
50661-000	Tool Shed	57,273	603	248	577	219	88%	26	10%	3	1%
50354-000	Incense	11,926	1,625	248	577	54	22%	194	78%	0	NA
60551-000	Mental Health Services	86,205	423	247	582	160	65%	85	34%	2	1%
55683-000	Financial Consultants	125,055	298	246	583	160	65%	80	33%	6	2%
20005-000	Check Cashing Services	41,397	755	246	583	191	78%	54	22%	1	0%
30023-000	Asphalt	124,842	299	245	585	92	38%	140	57%	13	5%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
85272-110	Tech Support	40,979	763	245	585	141	58%	104	42%	0	NA
60926-000	Video Game Services	14,181	1,490	245	585	185	76%	60	24%	0	NA
60205-000	Chiropractors D.C.	181,321	212	244	588	160	66%	82	34%	2	1%
65311-000	Drug Testing	35,350	853	244	588	225	92%	18	7%	1	0%
88300-000	Pet Services	204,355	184	243	590	134	55%	98	40%	11	5%
60971-101	Medical Consultants	77,068	471	243	590	124	51%	119	49%	0	NA
80235-000	Dental Supplies	35,697	850	243	590	216	89%	27	11%	0	NA
60291-000	Orthodontist	59,420	581	241	593	152	63%	87	36%	2	1%
60441-000	Home Health Care	297,840	111	239	594	137	57%	95	40%	7	3%
60309-000	Driving Lessons	53,878	628	239	594	134	56%	102	43%	3	1%
60757-000	Resume Services	51,797	653	239	594	197	82%	42	18%	0	NA
80468-000	Medical Alarm	40,259	774	239	594	229	96%	8	3%	2	1%
61047-000	Product Sales	31,188	940	239	594	145	61%	91	38%	3	1%
20028-000	Homeowners Insurance	82,241	440	238	599	218	92%	20	8%	0	NA
80670-000	Solar Energy Product Services	70,348	502	238	599	144	61%	84	35%	10	4%
50730-000	Wedding Supplies	38,394	800	238	599	183	77%	54	23%	1	0%
65037-000	Adult Entertainment	81,358	444	236	602	102	43%	121	51%	13	6%
50019-000	Small Appliance Parts	37,299	820	236	602	200	85%	36	15%	0	NA
55629-000	Storage	17,019	1,364	236	602	136	58%	100	42%	0	NA
80398-000	Industrial Supply	103,490	348	235	605	157	67%	77	33%	1	0%
44034-000	Education	61,709	562	234	606	161	69%	72	31%	1	0%
55100-000	Athletic Apparel	34,549	871	232	607	123	53%	104	45%	5	2%
80721-000	Television & Radio Parts - Wholesale and Manufacturers	4,966	2,421	232	607	211	91%	21	9%	0	NA
50154-000	Tobacco Store	57,547	597	228	609	140	61%	86	38%	2	1%
80548-000	Pharmaceutical Manufacturing	35,073	859	228	609	157	69%	69	30%	2	1%
80670-100	Solar Energy Products	82,536	437	227	611	139	61%	64	28%	24	11%
20016-000	HMOs	29,707	969	227	611	181	80%	46	20%	0	NA
50708-000	Video Game Supplies	13,461	1,530	226	613	161	71%	65	29%	0	NA
60996-000	Car Window Tinting	57,693	595	225	614	74	33%	147	65%	4	2%
55531-000	Hair Care	47,990	686	225	614	177	79%	47	21%	1	0%
50689-000	Uniform	33,085	899	225	614	168	75%	57	25%	0	NA
80618-000	Safety Clothing	28,141	1,013	225	614	186	83%	38	17%	1	0%
60107-000	Mobile Auto Repair	67,080	521	223	618	107	48%	112	50%	4	2%
30683-000	Test Publishers	24,650	1,091	219	619	207	95%	10	5%	2	1%
70535-010	Cell Phone Accessories	13,603	1,520	219	619	87	40%	115	53%	17	8%
10006-100	Kitchen Remodel	142,281	253	218	621	125	57%	89	41%	4	2%
60970-000	Specialists	62,355	558	218	621	145	67%	66	30%	7	3%
50422-000	Mens Clothing	47,965	687	218	621	92	42%	124	57%	2	1%
60937-000	Watch Repair	28,348	1,008	218	621	157	72%	58	27%	3	1%
30198-100	Custom Logo Apparel	21,287	1,200	218	621	85	39%	127	58%	6	3%
85331-000	Family Entertainment	17,927	1,307	218	621	128	59%	84	39%	6	3%
00151-000	Hunting Gear	39,874	776	217	627	160	74%	54	25%	3	1%
82200-000	Debt Relief Education	39,102	791	217	627	99	46%	117	54%	1	0%
50466-000	Optical Equipment	24,313	1,100	217	627	205	94%	12	6%	0	NA
60476-000	Investigator	155,964	239	216	630	172	80%	38	18%	6	3%
60404-000	Window Glass	130,957	272	216	630	140	65%	74	34%	2	1%
80221-000	Credit Card Equipment	27,405	1,031	216	630	208	96%	6	3%	2	1%
10006-000	Bathroom Design	223,276	162	215	633	156	73%	57	27%	2	1%
50722-000	Water Softener Supplies	100,996	357	215	633	185	86%	23	11%	7	3%
30546-000	Publishing Consultant	38,166	804	215	633	158	73%	52	24%	5	2%
80650-000	Wholesale Shoes	17,034	1,363	214	636	188	88%	24	11%	2	1%
50684-000	Truck Dealers	68,428	513	213	637	159	75%	54	25%	0	NA
60750-000	Repossession Services	76,304	475	212	638	141	67%	69	33%	2	1%
30632-100	Soap	17,832	1,312	212	638	196	92%	16	8%	0	NA
20060-000	Property Maintenance	126,994	287	211	640	138	65%	71	34%	2	1%
70562-000	Limo Service	78,122	462	211	640	80	38%	125	59%	6	3%
66006-000	Dumpster Service	36,479	830	211	640	186	88%	25	12%	0	NA
60192-000	Cemetery	34,787	865	211	640	117	55%	93	44%	1	0%
50647-000	Telephone System Dealers	22,860	1,141	211	640	193	91%	17	8%	1	0%
50047-000	Awnings	81,198	446	210	645	147	70%	62	30%	1	0%
50138-000	Caterer	80,313	449	210	645	89	42%	118	56%	3	1%
80680-000	Wholesale Sporting Goods	22,522	1,154	210	645	149	71%	61	29%	0	NA
20060-200	Home Repair	95,684	384	209	648	76	36%	126	60%	7	3%
50290-000	Outdoor Furniture	40,422	771	209	648	152	73%	57	27%	0	NA
60684-010	Telemedicine	35,567	852	209	648	183	88%	26	12%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60172-101	Compliance Consulting	75,262	481	208	651	188	90%	20	10%	0	NA
10080-000	House Movers	39,549	781	208	651	43	21%	156	75%	9	4%
10151-100	Swimming Pools	78,000	464	207	653	130	63%	71	34%	6	3%
80668-110	Solar Installation	101,399	355	206	654	168	82%	35	17%	3	1%
80733-000	Tire Manufacturers	10,276	1,747	206	654	188	91%	18	9%	0	NA
60461-000	Incorporation	161,614	232	205	656	194	95%	9	4%	2	1%
60542-000	Therapeutic Massage	26,811	1,042	205	656	114	56%	81	40%	10	5%
80681-000	Sportswear Manufacturer	10,254	1,750	205	656	167	81%	36	18%	2	1%
50723-000	Water Treatment Equipment	96,024	383	204	659	140	69%	63	31%	1	0%
30790-000	Food Manufacturer	67,100	520	204	659	155	76%	46	23%	3	1%
44123-000	Smoking Products	10,063	1,769	204	659	67	33%	135	66%	2	1%
20038-000	Property Insurance	50,645	664	203	662	195	96%	7	3%	1	0%
80789-000	Wheels	48,467	683	203	662	155	76%	44	22%	4	2%
50685-000	Truck Parts	35,951	845	203	662	180	89%	23	11%	0	NA
60565-000	Manufactured Home Park	66,096	526	202	665	139	69%	60	30%	3	1%
80041-100	Custom Rims	31,314	937	202	665	78	39%	85	42%	39	19%
20063-000	Retirement Planning Services	108,186	328	201	667	183	91%	18	9%	0	NA
60515-000	License Services	35,942	846	200	668	146	73%	49	25%	5	3%
50318-000	Golf Equipment	34,780	867	200	668	103	52%	92	46%	5	3%
81600-000	E-Books	10,472	1,727	200	668	180	90%	14	7%	6	3%
50114-000	Modular Buildings	60,730	567	199	671	179	90%	13	7%	7	4%
30284-000	Handbag Manufacturers	7,830	2,004	199	671	132	66%	67	34%	0	NA
10171-100	Basement Waterproofing	107,823	331	198	673	145	73%	40	20%	13	7%
60912-000	Tutoring	77,345	470	198	673	110	56%	83	42%	5	3%
50008-000	Ammunition Supplies	50,845	661	198	673	44	22%	123	62%	31	16%
50388-000	Lawn Mower	50,216	668	198	673	176	89%	20	10%	2	1%
80265-100	Electric Bike	29,651	971	198	673	101	51%	96	48%	1	1%
30034-010	Bakery	22,388	1,160	198	673	101	51%	95	48%	2	1%
60945-000	Wedding Consultant	21,689	1,183	198	673	178	90%	20	10%	0	NA
50317-000	Precious Metal Dealers	205,761	177	196	680	180	92%	16	8%	0	NA
30774-000	State Government	17,847	1,310	196	680	86	44%	109	56%	1	1%
50699-000	Variety Store	16,512	1,384	196	680	31	16%	161	82%	4	2%
50164-010	Coffee Shop	11,406	1,657	196	680	174	89%	19	10%	3	2%
50128-000	Candles	38,866	794	195	684	92	47%	93	48%	10	5%
10061-101	Foundation Repair	119,183	307	194	685	153	79%	38	20%	3	2%
50694-000	Vacuum Cleaners	64,884	535	194	685	123	63%	64	33%	7	4%
10129-000	Septic Tank Contractors	148,678	249	193	687	125	65%	67	35%	1	1%
60079-000	Digital Advertising	65,860	529	193	687	153	79%	36	19%	4	2%
73100-000	Interlock Device	15,549	1,427	192	689	153	80%	36	19%	3	2%
60940-000	Pressure Washing	172,852	222	191	690	89	47%	94	49%	8	4%
50082-000	Boat Dealers	83,518	434	191	690	127	66%	62	32%	2	1%
70632-200	Business Travel	23,947	1,110	191	690	181	95%	10	5%	0	NA
10062-000	Garage Builders	51,812	652	190	693	157	83%	32	17%	1	1%
60218-101	Sleep Apnea	39,412	784	190	693	160	84%	30	16%	0	NA
55647-000	Accessories	26,343	1,050	190	693	34	18%	151	79%	5	3%
87500-000	Auto Registration	25,325	1,073	190	693	137	72%	49	26%	4	2%
50585-000	Shutters	59,723	577	189	697	123	65%	63	33%	3	2%
50372-000	Kitchen Accessories	35,177	856	188	698	115	61%	68	36%	5	3%
80427-000	Laundry Supplies	5,219	2,363	188	698	186	99%	2	1%	0	NA
10100-000	Patio Enclosures	69,769	507	187	700	167	89%	18	10%	2	1%
50437-100	Motor Scooters	26,693	1,044	187	700	128	68%	56	30%	3	2%
00198-100	Dog Training	92,063	399	186	702	104	56%	77	41%	5	3%
60343-000	Rebuilt Engines	86,209	422	186	702	115	62%	68	37%	3	2%
70501-100	Express Shipping Services	36,179	840	186	702	65	35%	118	63%	3	2%
50001-000	Air Conditioning Equipment	17,219	1,353	186	702	144	77%	41	22%	1	1%
50762-000	Energy Conservation Products	70,123	505	185	706	161	87%	24	13%	0	NA
50113-000	Portable Buildings	60,506	570	185	706	114	62%	68	37%	3	2%
30785-000	Wholesalers and Distributors	86,250	421	184	708	108	59%	72	39%	4	2%
00196-000	Pet Grooming	164,642	229	183	709	88	48%	94	51%	1	1%
50246-000	Fabric Shop	33,481	890	183	709	129	70%	52	28%	2	1%
60653-000	Retail Photo Finishing	9,055	1,861	183	709	150	82%	33	18%	0	NA
10114-000	Sewer Cleaning	122,218	301	181	712	122	67%	58	32%	1	1%
80229-000	Data Communication Equipment	22,405	1,159	181	712	163	90%	18	10%	0	NA
90000-000	Better Business Bureau	2,776	2,997	181	712	28	15%	26	14%	127	70%
60420-110	Hair Weave	29,967	964	180	715	66	37%	110	61%	4	2%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
70603-000	Sightseeing Tours	19,395	1,258	179	716	94	53%	82	46%	3	2%
60979-100	Email Marketing	14,573	1,467	179	716	71	40%	64	36%	44	25%
60201-000	Chimney Cleaning	148,004	250	178	718	95	53%	77	43%	6	3%
10099-600	Deck Builder	97,473	375	178	718	97	54%	79	44%	2	1%
50399-000	Liquor Store	56,371	607	177	720	123	69%	54	31%	0	NA
60413-000	Graphic Designer	55,325	614	177	720	67	38%	102	58%	8	5%
60010-000	Advertising Agencies	104,344	345	176	722	124	70%	51	29%	1	1%
30262-100	Generator	38,837	795	176	722	155	88%	21	12%	0	NA
60739-000	RV Rental	28,798	997	176	722	132	75%	44	25%	0	NA
80462-000	Massage Supplies	25,138	1,078	176	722	141	80%	34	19%	1	1%
80085-000	Wholesale Bikes	18,339	1,292	176	722	144	82%	32	18%	0	NA
60756-000	Restaurant Management	16,018	1,408	176	722	138	78%	35	20%	3	2%
60095-000	Auto Customization	59,004	585	175	728	99	57%	73	42%	3	2%
60672-000	Dermatologist	46,866	696	175	728	107	61%	66	38%	2	1%
80795-100	Wireless	11,085	1,680	175	728	151	86%	23	13%	1	1%
50016-001	Used Appliances	38,203	803	174	731	81	47%	80	46%	13	7%
82250-010	Debt Buyers	33,810	885	174	731	152	87%	22	13%	0	NA
50204-000	Diamond	25,627	1,064	173	733	132	76%	41	24%	0	NA
50678-000	Trampoline	8,015	1,976	172	734	112	65%	57	33%	3	2%
00156-000	Landscape Desiqn	136,603	262	171	735	82	48%	85	50%	4	2%
62000-000	Funeral Homes	85,576	429	171	735	94	55%	77	45%	0	NA
30276-000	Granite	72,319	494	171	735	110	64%	59	35%	2	1%
61013-000	Funeral Services	75,151	482	170	738	70	41%	100	59%	0	NA
60496-000	Laundry	31,008	942	170	738	104	61%	63	37%	3	2%
44000-000	Advertising	51,218	658	169	740	85	50%	75	44%	9	5%
60729-105	Real Estate Broker	105,175	342	168	741	113	67%	55	33%	0	NA
60027-000	Air Conditioning Repair	82,491	438	168	741	110	65%	54	32%	4	2%
61003-000	Rentals by Owner	69,252	509	168	741	99	59%	65	39%	4	2%
50508-000	Plumbing Fixtures	60,994	564	168	741	115	68%	51	30%	2	1%
90035-000	Labor Posters	26,483	1,047	168	741	156	93%	12	7%	0	NA
10058-200	Floor Coverings	97,215	378	166	746	122	73%	43	26%	1	1%
61031-000	Book Sales	24,285	1,102	165	747	102	62%	58	35%	5	3%
55594-000	Records	10,368	1,739	165	747	92	56%	73	44%	0	NA
60910-000	Truck Repair	82,633	435	164	749	102	62%	60	37%	2	1%
80605-000	Restaurant Equipment	52,369	645	164	749	109	66%	53	32%	2	1%
50483-000	Pawnbroker	46,246	703	164	749	106	65%	57	35%	1	1%
60245-200	Cloud Services	13,424	1,534	163	752	129	79%	34	21%	0	NA
80764-000	Vacuum Cleaning Systems	11,061	1,682	163	752	151	93%	11	7%	1	1%
60788-010	Smart Home Security	7,925	1,992	163	752	143	88%	17	10%	3	2%
50620-000	Storm Windows and Doors	73,972	487	162	755	133	82%	29	18%	0	NA
61090-000	Non-Profit Organizations	63,965	543	162	755	117	72%	40	25%	5	3%
61074-000	Deceptive Telemarketing Office Supply Sales	26,855	1,040	162	755	85	52%	64	40%	13	8%
50503-000	Plant Store	25,513	1,067	162	755	99	61%	62	38%	1	1%
50543-000	Reptiles	23,454	1,123	162	755	47	29%	115	71%	0	NA
60997-300	Oil Change	9,424	1,826	162	755	87	54%	75	46%	0	NA
50025-000	Art	33,025	901	161	761	69	43%	83	52%	9	6%
50333-000	Hardware Sales	77,624	467	160	762	117	73%	42	26%	1	1%
50273-101	Hardwood Floors	74,199	485	160	762	114	71%	45	28%	1	1%
85326-000	Factoring Service	52,701	641	160	762	157	98%	3	2%	0	NA
61038-000	Cleaning Supplies	46,355	700	160	762	96	60%	32	20%	32	20%
10006-200	Outdoor Kitchens	20,356	1,218	160	762	141	88%	18	11%	1	1%
60709-000	Psychologist Referral Service	19,956	1,231	160	762	160	100%	0	NA	0	NA
55634-000	Video Equipment	3,910	2,652	160	762	8	5%	152	95%	0	NA
60367-101	Water Damage Restoration	97,274	377	159	769	116	73%	37	23%	6	4%
85328-000	Granite Installation	69,238	510	159	769	95	60%	63	40%	1	1%
89300-000	Skip Tracing	28,966	992	159	769	159	100%	0	NA	0	NA
85356-000	Trailer Sales	64,405	540	158	772	89	56%	66	42%	3	2%
10154-300	Pool Maintenance	64,269	541	158	772	78	49%	78	49%	2	1%
60541-000	Martial Arts	43,204	737	158	772	76	48%	82	52%	0	NA
65134-100	Medical Spa	42,158	747	158	772	79	50%	70	44%	9	6%
60636-000	Divorce Assistance	22,700	1,147	158	772	121	77%	31	20%	6	4%
80265-200	Electric Scooter	22,669	1,148	158	772	115	73%	42	27%	1	1%
85358-000	Concierge Service	21,651	1,184	158	772	148	94%	9	6%	1	1%
10019-000	Carpenter	140,066	256	157	779	66	42%	85	54%	6	4%
60679-000	Orthopedic Surgeon	32,904	904	157	779	106	68%	48	31%	3	2%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60771-300	Promotional Products	58,296	589	156	781	104	67%	52	33%	0	NA
80072-000	Battery Supplies	37,885	811	156	781	87	56%	68	44%	1	1%
60782-000	Special Education	36,277	836	156	781	143	92%	12	8%	1	1%
30311-000	Jewelry Manufacturers	62,736	555	155	784	131	85%	23	15%	1	1%
60740-000	RV Repair	60,374	571	155	784	80	52%	72	46%	3	2%
50441-000	Motorcycle Repair	39,818	777	155	784	72	46%	65	42%	18	12%
81000-900	Cannabis	30,872	947	155	784	45	29%	104	67%	6	4%
70610-100	Portable Storage Units	23,443	1,124	155	784	116	75%	37	24%	2	1%
80013-000	Air Purification Systems	77,382	469	154	789	111	72%	40	26%	3	2%
80598-000	Vinyl Records	5,887	2,288	154	789	88	57%	66	43%	0	NA
26000-100	Bullion Coin Dealers	45,230	716	153	791	103	67%	50	33%	0	NA
81000-700	Hemp Products	27,998	1,018	153	791	37	24%	112	73%	4	3%
10081-000	Insulation Contractors	205,742	178	152	793	91	60%	54	36%	7	5%
60005-101	Accounting	95,326	385	152	793	89	59%	61	40%	2	1%
50060-000	Bathroom Accessories	29,154	988	152	793	122	80%	29	19%	1	1%
20068-000	Stock Transfer Agents	22,160	1,168	152	793	143	94%	9	6%	0	NA
30760-000	Woodworking	62,302	560	151	797	36	24%	107	71%	8	5%
50536-000	RV Equipment	41,260	756	151	797	127	84%	24	16%	0	NA
10050-000	Excavating Contractors	470,347	68	150	799	58	39%	90	60%	2	1%
70670-000	Online Shipping Broker	64,444	539	150	799	108	72%	42	28%	0	NA
60280-000	Data Processing Services	30,524	952	150	799	79	53%	70	47%	1	1%
80433-000	Lighting Systems	26,060	1,054	150	799	58	39%	55	37%	37	25%
60634-000	Packaging Service	21,883	1,178	150	799	122	81%	28	19%	0	NA
50170-000	Comic Book	14,877	1,452	150	799	35	23%	115	77%	0	NA
50045-000	Car Stereos	25,978	1,055	149	805	81	54%	68	46%	0	NA
80050-000	Automation Equipment	11,810	1,632	149	805	114	77%	35	23%	0	NA
60429-000	Health Consultants	56,582	605	147	807	102	69%	40	27%	5	3%
60420-000	Hair Styling	33,910	882	147	807	62	42%	79	54%	6	4%
60731-000	Real Estate Consultant	89,168	412	146	809	105	72%	36	25%	5	3%
50260-000	Fireplace	64,202	542	146	809	105	72%	41	28%	0	NA
80774-000	Waste Containers	12,047	1,615	146	809	38	26%	108	74%	0	NA
10182-300	Commercial Air Conditioning Contractors	125,985	292	145	812	112	77%	31	21%	2	1%
60685-000	Physical Therapist	64,740	537	145	812	94	65%	51	35%	0	NA
80777-000	Wholesale Watches	17,565	1,330	145	812	124	86%	19	13%	2	1%
50533-000	Razors	4,833	2,439	145	812	143	99%	2	1%	0	NA
80860-000	Online Publications	25,366	1,071	144	816	86	60%	56	39%	2	1%
50057-000	BBQ Supplies	20,856	1,211	144	816	115	80%	29	20%	0	NA
60004-000	CPA	246,966	144	143	818	96	67%	43	30%	4	3%
85334-100	Medicine Consultant	36,511	829	143	818	134	94%	9	6%	0	NA
60671-000	Anesthesiologist	22,703	1,146	143	818	85	59%	52	36%	6	4%
60017-100	Mobile Advertising	17,485	1,335	143	818	138	97%	5	3%	0	NA
30536-100	Printer and Printer Supplies Manufacturer	5,210	2,364	143	818	122	85%	21	15%	0	NA
60845-000	Land Surveyor	168,870	228	142	823	83	58%	57	40%	2	1%
20092-000	Multi-Level Sales	160,636	233	142	823	120	85%	13	9%	9	6%
60075-112	Bankruptcy Attorney	66,968	522	142	823	51	36%	90	63%	1	1%
44058-000	Hardware and Tools	12,581	1,580	142	823	106	75%	36	25%	0	NA
72000-000	Window Coverings	43,099	739	141	827	104	74%	35	25%	2	1%
50651-000	TV and Radio Dealers	31,116	941	141	827	94	67%	46	33%	1	1%
70587-000	Railroad	3,171	2,878	141	827	130	92%	11	8%	0	NA
60388-000	Funeral Director	68,769	511	140	830	101	72%	39	28%	0	NA
85258-000	Title Loans	29,356	979	140	830	101	72%	38	27%	1	1%
20018-000	Medical Plans	25,306	1,074	140	830	122	87%	18	13%	0	NA
55592-000	Tools	12,642	1,578	140	830	97	69%	43	31%	0	NA
50076-000	Billiard Supplies	10,402	1,733	140	830	101	72%	39	28%	0	NA
60988-000	Auto Listing Service	66,450	523	139	835	120	86%	19	14%	0	NA
30072-000	Wholesale Campers	51,792	654	139	835	134	96%	5	4%	0	NA
20052-100	Money Transfers	14,455	1,473	139	835	85	61%	52	37%	2	1%
50052-000	Retail Bakers	43,729	731	138	838	63	46%	72	52%	3	2%
85277-000	Legal Information Services	32,216	919	138	838	114	83%	12	9%	12	9%
20074-000	Trust Company	52,537	644	137	840	123	90%	11	8%	3	2%
60732-100	Industrial Property Management	45,441	711	137	840	83	61%	51	37%	3	2%
60930-100	DVD Sales	18,290	1,293	137	840	56	41%	81	59%	0	NA
50407-000	Magazine Distributors	11,123	1,677	137	840	73	53%	63	46%	1	1%
70611-100	Data Storage	10,202	1,754	137	840	52	38%	84	61%	1	1%
55578-000	Carpet and Rugs	81,612	442	136	845	102	75%	33	24%	1	1%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
85295-000	Seal Coating	79,131	457	136	845	59	43%	75	55%	2	1%
60665-100	Family Practice	34,881	863	136	845	87	64%	48	35%	1	1%
85292-000	Mobility Scooter	17,569	1,328	136	845	47	35%	89	65%	0	NA
20051-000	Money Order Systems	7,292	2,063	136	845	135	99%	1	1%	0	NA
60127-000	Trade Exchange	6,617	2,152	136	845	126	93%	10	7%	0	NA
44016-000	Building and Construction	65,617	530	135	851	72	53%	59	44%	4	3%
61058-000	Psychic	52,239	647	135	851	62	46%	63	47%	10	7%
30262-000	Electric Generator	41,682	750	135	851	118	87%	17	13%	0	NA
90021-000	Charity - Local	13,754	1,513	135	851	64	47%	48	36%	23	17%
77400-000	Class Action Settlement Administrator	45,768	707	134	855	93	69%	41	31%	0	NA
30531-100	Graphic Printing	32,153	921	134	855	97	72%	35	26%	2	1%
60309-200	Traffic School	29,794	967	134	855	132	99%	2	1%	0	NA
85281-000	Wedding Photographers	22,826	1,143	134	855	102	76%	30	22%	2	1%
60802-000	Personal Shopper	11,005	1,691	134	855	20	15%	114	85%	0	NA
85264-000	Fence Sales	89,188	411	133	860	73	55%	57	43%	3	2%
90018-000	Advance Fee Brokers	67,911	516	133	860	23	17%	59	44%	51	38%
90027-100	Credit Repair No Advanced Fee	62,610	557	133	860	123	92%	8	6%	2	2%
50421-000	Meat Retail	62,145	561	133	860	88	66%	45	34%	0	NA
60070-100	HOA	39,313	786	133	860	93	70%	39	29%	1	1%
60321-000	Electric Equipment Repair	37,195	822	133	860	79	59%	39	29%	15	11%
50782-000	Sprinkler System	88,024	417	132	866	78	59%	54	41%	0	NA
60135-000	Beauty School	41,228	757	132	866	85	64%	41	31%	6	5%
60594-000	Muffler	28,321	1,009	132	866	64	48%	66	50%	2	2%
20034-000	Dental Insurance	13,467	1,529	132	866	84	64%	48	36%	0	NA
60706-000	Professional Organizations	48,863	676	131	870	96	73%	35	27%	0	NA
30251-000	Furniture Designers	31,589	934	131	870	69	53%	59	45%	3	2%
85294-000	Tenant Screening	27,416	1,029	131	870	124	95%	7	5%	0	NA
50316-000	Go-Karts	6,050	2,252	131	870	123	94%	8	6%	0	NA
60326-000	Employment Agencies	193,791	197	130	874	69	53%	58	45%	3	2%
70615-000	Taxi	60,724	568	130	874	42	32%	82	63%	6	5%
70602-000	Shipping Masters	33,586	887	130	874	72	55%	53	41%	5	4%
60251-000	Condominium	32,240	917	130	874	67	52%	63	48%	0	NA
31100-000	Electronic Educational Kits	4,165	2,586	130	874	4	3%	121	93%	5	4%
50630-000	Swimwear	23,916	1,111	129	879	78	60%	50	39%	1	1%
50703-000	Venetian Blind Dealers	16,236	1,394	129	879	123	95%	6	5%	0	NA
30614-000	Signs	99,941	364	128	881	83	65%	44	34%	1	1%
30428-000	Essential Oils	33,052	900	128	881	109	85%	19	15%	0	NA
30367-000	Machine Tools	24,368	1,099	128	881	59	46%	68	53%	1	1%
60608-000	News Services	12,774	1,571	128	881	97	76%	30	23%	1	1%
80493-000	Manufactured Home Supplies	8,918	1,875	128	881	128	100%	0	NA	0	NA
60617-000	Nursing Home	92,251	398	127	886	52	41%	72	57%	3	2%
60991-000	Specialty Auto Parts	21,896	1,176	127	886	109	86%	17	13%	1	1%
80047-000	Auto Wrecking	27,133	1,035	126	888	66	52%	59	47%	1	1%
55643-000	Surveys	19,021	1,268	126	888	53	42%	61	48%	12	10%
80503-000	Newspaper Distributors	9,302	1,835	126	888	122	97%	4	3%	0	NA
50158-000	Closet Organizers	32,045	923	125	891	81	65%	43	34%	1	1%
50341-000	Retail Hobby Supplies	35,030	860	124	892	81	65%	43	35%	0	NA
60460-000	Incentive Programs	23,818	1,114	124	892	99	80%	24	19%	1	1%
50055-000	Banquet Facilities	19,585	1,252	124	892	52	42%	67	54%	5	4%
44004-000	Ammunition & Weapons	17,415	1,341	124	892	57	46%	61	49%	6	5%
85363-100	Interactive Media	6,208	2,225	124	892	108	87%	16	13%	0	NA
60793-000	Septic Tank Cleaning	115,616	315	123	897	68	55%	55	45%	0	NA
60119-000	Bail Bonds	42,493	744	123	897	34	28%	20	16%	69	56%
50737-600	Impact Windows	34,926	862	123	897	116	94%	7	6%	0	NA
60497-000	Self Laundry Service	15,214	1,439	123	897	39	32%	80	65%	4	3%
50402-000	Luggage	9,941	1,783	123	897	78	63%	43	35%	2	2%
20072-100	Title Companies	41,643	751	122	902	72	59%	43	35%	7	6%
60678-000	Ophthalmology	39,115	790	122	902	91	75%	31	25%	0	NA
30348-200	Stair Lift	29,687	970	122	902	120	98%	2	2%	0	NA
80742-000	Wholesale Toys	23,006	1,137	122	902	61	50%	61	50%	0	NA
60097-000	Auto Diagnosis	19,658	1,247	122	902	108	89%	14	11%	0	NA
30413-000	Music Publishing Companies	12,873	1,565	122	902	73	60%	49	40%	0	NA
60138-000	Bike Rental	6,268	2,215	122	902	79	65%	43	35%	0	NA
60730-000	Real Estate Appraiser	127,780	281	121	909	77	64%	43	36%	1	1%
20047-200	Loan Modification	25,656	1,062	121	909	73	60%	30	25%	18	15%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
70645-000	Industrial Recycling	18,488	1,287	121	909	97	80%	24	20%	0	NA
60930-000	Video Tape Rentals	14,481	1,471	121	909	92	76%	29	24%	0	NA
60364-000	Financing Consultants	139,027	258	120	913	61	51%	59	49%	0	NA
10058-300	Epoxy Floor Coating	51,124	659	120	913	65	54%	52	43%	3	3%
10095-310	Residential Painter	48,848	677	120	913	33	28%	82	68%	5	4%
50197-000	Cutlery	46,298	701	120	913	115	96%	5	4%	0	NA
90040-100	Pet Scams	27,407	1,030	120	913	1	1%	88	73%	31	26%
50289-000	Childrens' Furniture	26,496	1,046	120	913	90	75%	28	23%	2	2%
10177-104	Walk-In Tubs	23,624	1,117	120	913	108	90%	7	6%	5	4%
50665-000	Electric Tools	21,920	1,173	120	913	89	74%	31	26%	0	NA
50160-000	Clubs and Organizations	82,370	439	118	921	81	69%	30	25%	7	6%
70597-000	Satellite Supplies	19,794	1,240	118	921	69	58%	47	40%	2	2%
30775-000	U.S. Government	14,697	1,460	118	921	73	62%	44	37%	1	1%
80315-010	Florist	10,602	1,717	118	921	49	42%	66	56%	3	3%
60394-000	Furniture Repair	55,586	613	117	925	70	60%	43	37%	4	3%
60411-000	Golf Lessons	17,293	1,347	117	925	111	95%	6	5%	0	NA
70548-000	Fax Service	1,725	3,404	117	925	115	98%	2	2%	0	NA
61004-200	Timeshare Advocates	107,916	330	116	928	62	53%	41	35%	13	11%
60246-000	Computer System Designers	71,710	498	116	928	85	73%	23	20%	8	7%
60915-000	Upholsterer	63,910	544	116	928	39	34%	69	59%	8	7%
60538-100	Home Based Business Marketing	53,403	632	116	928	111	96%	5	4%	0	NA
60994-000	Car Sound Systems	19,252	1,261	116	928	78	67%	36	31%	2	2%
30282-000	Gymnasium Equipment	11,283	1,668	116	928	72	62%	44	38%	0	NA
10090-000	Mechanical Contractors	110,974	321	115	934	64	56%	51	44%	0	NA
10026-000	Chimney Repair	78,586	459	115	934	53	46%	62	54%	0	NA
50685-100	Truck Accessories	25,583	1,065	115	934	87	76%	28	24%	0	NA
60639-000	Parking Attendant	8,631	1,906	115	934	67	58%	48	42%	0	NA
50536-100	RV Parts	3,880	2,658	115	934	106	92%	9	8%	0	NA
80099-000	Wholesale Boutique Clothing	1,702	3,420	115	934	49	43%	65	57%	1	1%
60470-000	Interior Designer	90,388	404	114	940	53	46%	61	54%	0	NA
60420-120	Hair Replacement	48,241	684	114	940	77	68%	33	29%	4	4%
60894-000	Trademark Consultant	17,729	1,319	114	940	88	77%	25	22%	1	1%
60863-000	Telemarketing Services	67,294	519	113	943	73	65%	36	32%	4	4%
50581-000	Orthopedic Shoes	63,402	550	113	943	90	80%	23	20%	0	NA
60317-000	Economic Research and Analysis	37,138	823	113	943	97	86%	16	14%	0	NA
20010-000	Dental Plans	21,714	1,181	113	943	89	79%	24	21%	0	NA
60669-000	OBGYN	19,836	1,239	113	943	51	45%	62	55%	0	NA
50319-000	Gourmet Shop	11,094	1,679	113	943	110	97%	3	3%	0	NA
80316-200	Flower Broker	6,486	2,176	113	943	107	95%	6	5%	0	NA
60142-100	Utility Billing	20,872	1,210	112	950	92	82%	19	17%	1	1%
50310-210	Home Décor	11,469	1,650	112	950	51	46%	57	51%	4	4%
30050-000	Boat Repair	55,128	616	111	952	50	45%	58	52%	3	3%
80631-000	Screen Enclosures	49,805	671	111	952	80	72%	30	27%	1	1%
80320-000	Foods	46,984	695	111	952	65	59%	46	41%	0	NA
30038-100	Bathtub Refinishing	43,100	738	111	952	46	41%	62	56%	3	3%
50326-110	Gun Shop	40,461	770	111	952	28	25%	80	72%	3	3%
50236-000	Electric Supplies	36,344	834	111	952	90	81%	17	15%	4	4%
50735-000	Window Shades	30,114	959	111	952	68	61%	42	38%	1	1%
44064-000	Home Services	26,799	1,043	111	952	76	68%	35	32%	0	NA
44088-000	Music	11,797	1,633	111	952	81	73%	30	27%	0	NA
80380-000	Wholesale Hobby Supplies	8,929	1,872	111	952	39	35%	72	65%	0	NA
61004-300	Timeshare Transfer	64,729	538	110	962	49	45%	49	45%	12	11%
80509-000	Office Furniture	59,851	576	110	962	77	70%	32	29%	1	1%
60065-200	Makeup	27,665	1,027	110	962	56	51%	52	47%	2	2%
60904-010	Transportation Services	21,892	1,177	110	962	31	28%	73	66%	6	5%
61011-020	Covid Testing	20,044	1,228	110	962	68	62%	42	38%	0	NA
60381-100	Tuxedo Rentals	4,997	2,414	109	967	67	61%	42	39%	0	NA
30531-000	Printers	66,246	525	108	968	63	58%	44	41%	1	1%
81000-600	Medical Marijuana Dispensaries	49,051	675	108	968	34	31%	71	66%	3	3%
85350-000	Media Consultant	23,846	1,113	108	968	39	36%	68	63%	1	1%
60132-000	Baths	22,847	1,142	108	968	98	91%	10	9%	0	NA
60136-000	Bed and Breakfast	22,768	1,145	108	968	53	49%	53	49%	2	2%
80364-155	Hair Pieces	8,745	1,893	108	968	49	45%	57	53%	2	2%
60543-010	Massage Chairs	6,979	2,107	108	968	9	8%	94	87%	5	5%
85255-000	Online Pharmacy	84,681	431	107	975	89	83%	15	14%	3	3%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
80697-100	Interlocking Pavers	47,644	690	107	975	41	38%	58	54%	8	7%
70000-000	Couriers	33,529	888	107	975	66	62%	40	37%	1	1%
60529-000	Mail Box Rental	18,184	1,298	107	975	63	59%	35	33%	9	8%
70635-000	Trucking Transportation Brokers	84,913	430	106	979	65	61%	40	38%	1	1%
10099-000	Patios and Decks	73,649	488	106	979	54	51%	49	46%	3	3%
20041-000	Insurance Consultant	52,365	646	106	979	97	92%	9	8%	0	NA
30632-000	Detergent	40,666	767	106	979	95	90%	11	10%	0	NA
60287-000	Dental Laboratory	34,748	870	106	979	46	43%	60	57%	0	NA
50709-000	Video Dealer	6,583	2,157	106	979	84	79%	22	21%	0	NA
70100-000	Talent Listing	66,430	524	105	985	101	96%	3	3%	1	1%
50373-000	Kitchen Cabinets and Equipment	55,218	615	105	985	74	70%	30	29%	1	1%
80183-000	Coffee Brewing	9,705	1,797	105	985	91	87%	14	13%	0	NA
85272-020	Financial Technology	86,077	425	104	988	101	97%	3	3%	0	NA
50762-100	Renewable Energy	48,666	679	104	988	97	93%	7	7%	0	NA
50277-000	Diet Plans	21,123	1,206	104	988	71	68%	32	31%	1	1%
00153-000	Pet Boarding	134,348	266	103	991	63	61%	38	37%	2	2%
85332-100	Cat Breeders	71,123	501	103	991	17	17%	60	58%	26	25%
66004-000	Call Center	57,766	594	103	991	55	53%	37	36%	11	11%
30588-000	Screen Printing	44,647	722	103	991	65	63%	36	35%	2	2%
70572-200	Packing Service	18,054	1,302	103	991	78	76%	22	21%	3	3%
61029-000	Home Party Planning	13,202	1,547	103	991	79	77%	24	23%	0	NA
50278-010	Grocery Delivery	8,618	1,908	103	991	95	92%	8	8%	0	NA
60744-000	Rehabilitation	57,382	600	102	998	59	58%	43	42%	0	NA
30787-000	Marine Sales and Service	37,284	821	102	998	60	59%	41	40%	1	1%
61011-000	Medical Testing	31,767	931	102	998	60	59%	41	40%	1	1%
80235-100	Dental Equipment	13,383	1,535	102	998	84	82%	16	16%	2	2%
60507-000	Lecture and Seminar Bureaus	11,217	1,674	102	998	91	89%	11	11%	0	NA
50003-100	Drone Sales	9,751	1,793	102	998	86	84%	15	15%	1	1%
80743-000	Tractor Dealers	36,225	838	101	1,004	71	70%	30	30%	0	NA
44132-000	Warranty Plans	31,615	933	101	1,004	64	63%	37	37%	0	NA
50305-000	Propane Supplies	25,213	1,076	101	1,004	83	82%	17	17%	1	1%
60265-000	Masquerade Costumes	22,040	1,171	101	1,004	78	77%	18	18%	5	5%
60172-109	Security Consultant	15,612	1,423	101	1,004	70	69%	30	30%	1	1%
60881-000	Concert Promoters	9,259	1,839	101	1,004	68	67%	32	32%	1	1%
80781-000	Water Heater Manufacturers	4,647	2,480	101	1,004	98	97%	3	3%	0	NA
60457-000	Immigration Consultant	50,211	669	100	1,011	69	69%	30	30%	1	1%
60348-000	Escrow Services	38,122	805	100	1,011	70	70%	27	27%	3	3%
44128-000	Taxes	25,375	1,070	100	1,011	42	42%	55	55%	3	3%
60179-000	Camp	18,344	1,291	100	1,011	62	62%	36	36%	2	2%
60328-100	Employment Services	44,575	723	99	1,015	75	76%	20	20%	4	4%
50120-000	Cabinet Manufacturers	79,221	456	98	1,016	68	69%	29	30%	1	1%
80349-000	Golf Carts	35,782	848	98	1,016	53	54%	44	45%	1	1%
00114-000	Christmas Tree	13,874	1,506	98	1,016	83	85%	15	15%	0	NA
50685-200	Lift Kits	11,835	1,630	98	1,016	91	93%	7	7%	0	NA
50154-100	Cigars and Cigar Accessories	9,093	1,859	98	1,016	83	85%	11	11%	4	4%
80514-000	Office Furniture Manufacturers	5,026	2,404	98	1,016	23	23%	75	77%	0	NA
60429-100	Personal Trainer	29,600	972	97	1,022	46	47%	48	49%	3	3%
60531-200	Drop Shipper Mailing Services	13,213	1,546	97	1,022	21	22%	75	77%	1	1%
60882-100	Tire Repair	12,928	1,562	97	1,022	44	45%	52	54%	1	1%
60846-000	Swimming Lessons	10,442	1,731	97	1,022	50	52%	33	34%	14	14%
20019-200	Insurance Agent	93,025	396	96	1,026	52	54%	42	44%	2	2%
50178-100	Decorative Concrete	51,848	651	96	1,026	52	54%	43	45%	1	1%
44021-000	Consultant	50,628	665	96	1,026	30	31%	62	65%	4	4%
50032-000	Auto Brokers	40,345	773	96	1,026	59	61%	37	39%	0	NA
61011-100	Diagnostic Testing	38,969	792	96	1,026	59	61%	36	38%	1	1%
60858-200	Tax Negotiators	32,026	925	96	1,026	94	98%	2	2%	0	NA
60657-000	Commercial Photographer	25,562	1,066	96	1,026	78	81%	18	19%	0	NA
50221-200	Door Manufacturers	22,283	1,162	96	1,026	85	89%	11	11%	0	NA
50087-000	Boots	20,583	1,216	96	1,026	61	64%	33	34%	2	2%
60944-010	Wedding Venue	10,813	1,704	96	1,026	55	57%	39	41%	2	2%
50481-100	Bounce House	10,160	1,760	96	1,026	14	15%	82	85%	0	NA
50447-100	Musical Instrument Rental	5,027	2,403	96	1,026	96	100%	0	NA	0	NA
80760-000	Wholesale Underwear	1,552	3,507	96	1,026	64	67%	32	33%	0	NA
10046-000	Drywall Contractors	238,920	152	95	1,039	24	25%	69	73%	2	2%
20020-000	Accident Insurance	46,564	698	95	1,039	74	78%	11	12%	10	11%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60289-103	Dental Implants	39,405	785	95	1,039	51	54%	44	46%	0	NA
63300-000	Driveway Installation	36,830	827	95	1,039	32	34%	62	65%	1	1%
80433-200	LED Lighting	24,202	1,105	95	1,039	37	39%	54	57%	4	4%
80435-000	Light Bulbs	21,346	1,198	95	1,039	49	52%	45	47%	1	1%
20015-000	Franchise	18,959	1,270	95	1,039	69	73%	26	27%	0	NA
10073-310	Gutter Contractor	96,609	381	94	1,046	53	56%	39	41%	2	2%
70571-400	Long Distance Mover	15,652	1,421	94	1,046	71	76%	23	24%	0	NA
60914-000	Uniform Supply Service	11,426	1,654	94	1,046	38	40%	56	60%	0	NA
60445-300	Emergency Room	9,599	1,806	94	1,046	45	48%	45	48%	4	4%
85900-000	Dental Marketing	3,842	2,668	94	1,046	89	95%	5	5%	0	NA
60683-000	Hormone Replacement Therapy	45,425	712	93	1,051	29	31%	64	69%	0	NA
70605-000	Snow Removal Services	45,310	714	93	1,051	39	42%	52	56%	2	2%
60867-000	TV and Radio Repair	32,834	905	93	1,051	62	67%	29	31%	2	2%
60404-100	Glass Repair	27,709	1,026	93	1,051	33	35%	53	57%	7	8%
60788-200	Surveillance Equipment	14,894	1,451	93	1,051	71	76%	22	24%	0	NA
76000-000	Aromatherapy	28,854	996	92	1,056	28	30%	64	70%	0	NA
60045-000	Appraiser	58,270	590	91	1,057	63	69%	27	30%	1	1%
80415-100	Junk Removal	57,349	602	91	1,057	35	38%	53	58%	3	3%
60170-000	Business Associations	24,957	1,081	91	1,057	74	81%	15	16%	2	2%
20067-000	Stock Brokers	24,766	1,087	91	1,057	51	56%	40	44%	0	NA
60857-100	Tax Software	12,164	1,607	91	1,057	78	86%	6	7%	7	8%
60615-000	Nursing School	40,577	768	90	1,062	72	80%	18	20%	0	NA
60473-200	SEO Services	36,009	844	90	1,062	48	53%	42	47%	0	NA
70566-000	Marina	30,619	951	90	1,062	59	66%	31	34%	0	NA
85288-000	Recycling Services	30,445	953	90	1,062	55	61%	33	37%	2	2%
50126-000	Camping Equipment	30,156	957	90	1,062	36	40%	52	58%	2	2%
50758-000	Bulk Food Store	26,915	1,039	90	1,062	65	72%	25	28%	0	NA
60301-000	DJs	23,077	1,132	90	1,062	41	46%	49	54%	0	NA
80807-000	Sauna Equipment	16,381	1,390	90	1,062	40	44%	49	54%	1	1%
50039-100	Imported Car Dealers	15,006	1,446	90	1,062	61	68%	28	31%	1	1%
50112-010	Metal Building Contractors	12,698	1,576	90	1,062	22	24%	67	74%	1	1%
61010-000	Plasma Donation	10,558	1,721	90	1,062	30	33%	60	67%	0	NA
50430-000	Mirrors	6,988	2,104	90	1,062	3	3%	87	97%	0	NA
30101-000	Chocolate	5,916	2,286	90	1,062	80	89%	10	11%	0	NA
85364-000	Continuing Education	53,241	633	89	1,075	70	79%	19	21%	0	NA
50643-000	Bar	30,006	961	89	1,075	31	35%	56	63%	2	2%
99998-000	Government Offices	22,810	1,144	89	1,075	18	20%	69	78%	2	2%
40000-000	Teeth Whitening	22,578	1,152	89	1,075	69	78%	18	20%	2	2%
50183-300	Furniture Consignment	15,210	1,440	89	1,075	77	87%	7	8%	5	6%
90021-650	Charity - Human Services (i.e. assistance to individuals & families)	14,113	1,496	89	1,075	61	69%	28	31%	0	NA
70580-000	Post Offices	7,977	1,984	89	1,075	64	72%	17	19%	8	9%
50386-000	Language Training Aids	6,122	2,238	89	1,075	79	89%	10	11%	0	NA
10159-000	Ceramic Tile Contractors	135,265	264	88	1,083	48	55%	38	43%	2	2%
20047-410	Loan Broker	63,846	545	88	1,083	75	85%	11	13%	2	2%
50176-000	Used Computers	29,282	981	88	1,083	76	86%	11	13%	1	1%
20047-010	Business Loans	21,100	1,208	88	1,083	12	14%	75	85%	1	1%
60089-000	Audiologist	20,080	1,224	88	1,083	84	95%	4	5%	0	NA
80571-000	Wholesale Plumbing Supplies	17,222	1,352	88	1,083	77	88%	11	13%	0	NA
80084-000	Beverage	13,819	1,511	88	1,083	74	84%	12	14%	2	2%
50105-000	Bridal Shops	12,832	1,566	88	1,083	52	59%	30	34%	6	7%
60840-000	Student Housing	11,747	1,638	88	1,083	50	57%	38	43%	0	NA
60954-000	Window Cleaning	122,010	302	87	1,092	40	46%	45	52%	2	2%
60948-000	Welding	88,903	413	87	1,092	22	25%	64	74%	1	1%
60798-000	Shoe Repair	19,838	1,238	87	1,092	47	54%	38	44%	2	2%
80144-000	Carpet Manufacturers	19,757	1,244	87	1,092	83	95%	4	5%	0	NA
20050-000	Real Estate Loans	92,622	397	86	1,096	73	85%	11	13%	2	2%
20053-100	Reverse Mortgage	52,645	642	86	1,096	71	83%	15	17%	0	NA
85340-000	Small Engine Repair	44,313	725	86	1,096	36	42%	48	56%	2	2%
60209-000	Christmas Lights	18,074	1,301	86	1,096	52	60%	20	23%	14	16%
70572-210	Moving Assistance	13,344	1,538	86	1,096	46	53%	40	47%	0	NA
70524-000	Boat Rentals	12,335	1,596	86	1,096	37	43%	49	57%	0	NA
80649-000	Shoe Manufacturers Supplies	10,824	1,702	86	1,096	5	6%	81	94%	0	NA
50183-100	Online Consignment	7,674	2,022	86	1,096	54	63%	29	34%	3	3%
85310-000	Commercial Contractors	153,866	243	85	1,104	45	53%	38	45%	2	2%
60103-100	Diesel Repair	42,019	748	85	1,104	46	54%	37	44%	2	2%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
00173-000	Nursery Stock	16,421	1,387	85	1,104	30	35%	55	65%	0	NA
85354-100	Online Payment	14,136	1,495	85	1,104	57	67%	27	32%	1	1%
50175-100	Computer Supplies	9,878	1,786	85	1,104	52	61%	33	39%	0	NA
50013-000	Antenna	8,900	1,877	85	1,104	48	56%	37	44%	0	NA
60719-100	Car Buying	81,445	443	84	1,110	73	87%	11	13%	0	NA
85332-000	Animal Breeding	60,360	572	84	1,110	52	62%	28	33%	4	5%
60790-000	Security Systems Consultants	38,223	802	84	1,110	53	63%	30	36%	1	1%
00199-000	Pet Transport	31,769	930	84	1,110	12	14%	57	68%	15	18%
70531-000	Charter Bus	28,023	1,017	84	1,110	37	44%	44	52%	3	4%
60075-108	Business Law Attorney	25,792	1,057	84	1,110	43	51%	41	49%	0	NA
61006-000	Psychiatrist	25,674	1,059	84	1,110	50	60%	31	37%	3	4%
50258-000	Fireplace Equipment	24,811	1,086	84	1,110	69	82%	15	18%	0	NA
60965-000	Yoga Instructor	14,320	1,481	84	1,110	68	81%	15	18%	1	1%
61056-000	SAT Prep Courses	12,784	1,570	84	1,110	41	49%	30	36%	13	15%
30534-200	3D Printers	2,139	3,204	84	1,110	48	57%	35	42%	1	1%
60611-000	Notary Public	65,505	531	83	1,121	36	43%	26	31%	21	25%
85341-000	Document Scanning Service	23,575	1,119	83	1,121	78	94%	5	6%	0	NA
50124-000	Camper Dealers	22,370	1,161	83	1,121	63	76%	19	23%	1	1%
50120-200	Cabinet Doors	17,557	1,331	83	1,121	66	80%	17	20%	0	NA
20089-000	Investment Seminars	17,119	1,355	83	1,121	54	65%	28	34%	1	1%
00106-000	Animal Health Products	16,097	1,398	83	1,121	39	47%	44	53%	0	NA
50334-000	Hats	14,496	1,470	83	1,121	45	54%	36	43%	2	2%
50389-000	Leather Clothing	11,003	1,692	83	1,121	34	41%	46	55%	3	4%
80041-400	Antique Auto Parts	7,160	2,084	83	1,121	80	96%	3	4%	0	NA
10153-100	Saltwater Pool Supplies	6,443	2,184	83	1,121	10	12%	68	82%	5	6%
15058-000	Hardwood Floor Contractors	97,776	372	82	1,131	37	45%	44	54%	1	1%
50027-000	Art Supplies	17,488	1,334	82	1,131	44	54%	34	41%	4	5%
50482-000	Patio Furniture	12,724	1,574	82	1,131	63	77%	19	23%	0	NA
50248-000	Outlet Stores	8,987	1,865	82	1,131	25	30%	56	68%	1	1%
80191-100	Computer Manufacturers	3,414	2,791	82	1,131	63	77%	10	12%	9	11%
90019-000	Work-At-Home Companies	101,053	356	81	1,136	11	14%	57	70%	13	16%
60332-000	Energy Management Consultant	47,453	692	81	1,136	77	95%	4	5%	0	NA
30049-000	Boat Builders	38,566	799	81	1,136	69	85%	11	14%	1	1%
10073-100	Gutter Cleaning	37,807	812	81	1,136	51	63%	28	35%	2	2%
70641-000	Motor Freight Trucking	31,864	928	81	1,136	32	40%	46	57%	3	4%
60698-000	Podiatrist	22,138	1,169	81	1,136	47	58%	34	42%	0	NA
50028-000	Artificial Flowers	5,647	2,313	81	1,136	78	96%	2	2%	1	1%
80816-000	Warehouse Services	18,824	1,274	80	1,143	6	8%	74	93%	0	NA
30251-100	Furniture Builders	9,991	1,779	80	1,143	33	41%	34	43%	13	16%
60177-100	RV parks	7,981	1,982	80	1,143	40	50%	39	49%	1	1%
65474-000	Computer Gaming Center	5,563	2,322	80	1,143	57	71%	22	28%	1	1%
10126-200	Commercial Roofing	117,916	313	79	1,147	47	59%	30	38%	2	3%
10078-200	Custom Home Builder	99,676	366	79	1,147	45	57%	30	38%	4	5%
90020-000	Sweepstakes	54,067	624	79	1,147	46	58%	8	10%	25	32%
30038-000	Bathtub Repair	39,622	779	79	1,147	43	54%	29	37%	7	9%
85287-000	Recruitment Services	45,980	705	78	1,151	61	78%	16	21%	1	1%
85312-000	Green Contractors	25,628	1,063	78	1,151	68	87%	10	13%	0	NA
30016-000	Metal Art	16,583	1,381	78	1,151	41	53%	37	47%	0	NA
60064-000	Artist Agent	6,485	2,178	78	1,151	76	97%	2	3%	0	NA
85273-000	Home Care	111,723	320	77	1,155	52	68%	22	29%	3	4%
60312-000	Duct Cleaning	76,838	473	77	1,155	33	43%	40	52%	4	5%
61002-100	Assisted Living Facilities	49,479	674	77	1,155	43	56%	34	44%	0	NA
60971-102	CPR Certification	45,484	710	77	1,155	59	77%	16	21%	2	3%
60984-000	Professional Services	39,455	782	77	1,155	30	39%	42	55%	5	6%
00155-104	Landscaping Clean Up	33,877	883	77	1,155	24	31%	52	68%	1	1%
00219-300	Tree Removal	33,190	898	77	1,155	30	39%	42	55%	5	6%
30198-000	Embroidery	31,822	929	77	1,155	41	53%	35	45%	1	1%
70644-000	Merchandise Warehouse	30,223	955	77	1,155	22	29%	49	64%	6	8%
85357-000	Auto Repair Referral	9,522	1,815	77	1,155	74	96%	3	4%	0	NA
60673-000	Gastroenterology	9,355	1,832	77	1,155	51	66%	26	34%	0	NA
80120-000	Bulletin Board	1,793	3,366	77	1,155	77	100%	0	NA	0	NA
10113-300	Plumbing Renovation	49,697	672	76	1,167	41	54%	27	36%	8	11%
30086-000	Cargo Container	24,099	1,107	76	1,167	42	55%	33	43%	1	1%
50481-000	Party Supply Rentals	20,163	1,222	76	1,167	37	49%	38	50%	1	1%
50129-000	Candy	19,473	1,256	76	1,167	54	71%	21	28%	1	1%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60997-101	Mobile Auto Lube and Oil	10,620	1,715	76	1,167	30	39%	44	58%	2	3%
60175-000	Camper Rental	6,893	2,116	76	1,167	75	99%	1	1%	0	NA
10169-000	Water Well Drilling	114,624	317	75	1,173	52	69%	23	31%	0	NA
20002-100	Public Adjuster	53,917	627	75	1,173	50	67%	23	31%	2	3%
60928-000	Video Production Services	36,390	832	75	1,173	47	63%	28	37%	0	NA
80502-000	Trade Publications	17,804	1,314	75	1,173	59	79%	16	21%	0	NA
50468-000	Optical Repairs	16,021	1,406	75	1,173	35	47%	40	53%	0	NA
30441-000	Oxygen	15,339	1,434	75	1,173	64	85%	2	3%	9	12%
44062-000	Household Appliances	13,033	1,557	75	1,173	54	72%	21	28%	0	NA
50010-100	Guitar	12,255	1,602	75	1,173	33	44%	35	47%	7	9%
73500-000	Body Waxing	6,532	2,165	75	1,173	32	43%	43	57%	0	NA
50131-000	Cap and Gown	5,063	2,399	75	1,173	72	96%	3	4%	0	NA
60075-125	Personal Injury Lawyer	98,552	369	74	1,183	56	76%	18	24%	0	NA
25045-100	Home Buyers	90,719	403	74	1,183	55	74%	18	24%	1	1%
80404-000	Irrigation Equipment	52,727	640	74	1,183	39	53%	34	46%	1	1%
92000-000	Glass Company	31,546	935	74	1,183	37	50%	35	47%	2	3%
60736-000	Sound Recording	16,618	1,377	74	1,183	64	86%	10	14%	0	NA
10099-610	Shed Builder	14,148	1,494	74	1,183	22	30%	52	70%	0	NA
61009-000	Surgical Center	13,307	1,541	74	1,183	56	76%	18	24%	0	NA
80036-000	Audio Visual Equipment Wholesale	2,658	3,035	74	1,183	37	50%	37	50%	0	NA
50299-000	Garden Center	31,006	943	73	1,191	41	56%	32	44%	0	NA
60720-000	Race Tracks	6,188	2,229	73	1,191	23	32%	48	66%	2	3%
80497-100	Musical Instrument Manufacturers	3,966	2,640	73	1,191	20	27%	41	56%	12	16%
60478-000	Janitor Service	198,645	190	72	1,194	29	40%	41	57%	2	3%
60588-000	Self Improvement Coach	41,561	754	72	1,194	54	75%	18	25%	0	NA
81000-000	Marijuana Sales and Services	34,281	876	72	1,194	20	28%	51	71%	1	1%
50655-000	Thrift Shop	19,557	1,254	72	1,194	45	63%	27	38%	0	NA
50542-000	Religious Goods	17,075	1,359	72	1,194	36	50%	30	42%	6	8%
60528-100	Maid Service	12,049	1,614	72	1,194	28	39%	43	60%	1	1%
70504-000	Aircraft Charter	10,457	1,729	72	1,194	11	15%	61	85%	0	NA
41000-100	Sports Equipment	5,924	2,284	72	1,194	35	49%	37	51%	0	NA
90021-600	Charity - Health	5,106	2,390	72	1,194	57	79%	15	21%	0	NA
50669-000	Power Actuated Tools	5,051	2,401	72	1,194	57	79%	15	21%	0	NA
50555-000	Sandwich	3,695	2,696	72	1,194	15	21%	54	75%	3	4%
15100-000	Sunroom Construction	38,392	801	71	1,205	45	63%	25	35%	1	1%
60125-000	Barber	36,241	837	71	1,205	23	32%	46	65%	2	3%
50603-000	Hot Tub Service and Repair	23,284	1,129	71	1,205	23	32%	36	51%	12	17%
50206-100	Gasoline	18,542	1,283	71	1,205	43	61%	27	38%	1	1%
60547-000	Mediation Services	17,719	1,321	71	1,205	50	70%	16	23%	5	7%
50599-000	Sound System	17,257	1,349	71	1,205	51	72%	19	27%	1	1%
80385-200	Compression Clothing	13,839	1,509	71	1,205	38	54%	33	46%	0	NA
60897-000	Traffic Consultants	8,926	1,873	71	1,205	48	68%	21	30%	2	3%
50056-000	Barbecue	5,999	2,268	71	1,205	63	89%	8	11%	0	NA
30103-000	Tobacco Manufacturers	2,541	3,066	71	1,205	69	97%	2	3%	0	NA
85296-200	Senior Living	28,045	1,016	70	1,215	36	51%	34	49%	0	NA
60289-100	Dental Surgery	18,545	1,281	70	1,215	43	61%	27	39%	0	NA
80143-000	Carpet and Rug Cleaning Equipment and Supplies	5,306	2,350	70	1,215	62	89%	8	11%	0	NA
80267-000	Electric Heating Element	5,017	2,408	70	1,215	64	91%	6	9%	0	NA
10126-300	Metal Roofing Contractors	60,999	563	69	1,219	38	55%	27	39%	4	6%
55432-000	Modular Homes	55,989	611	69	1,219	45	65%	23	33%	1	1%
60734-000	Real Estate School	31,302	939	69	1,219	58	84%	11	16%	0	NA
10082-000	Iron Works	28,958	993	69	1,219	39	57%	29	42%	1	1%
50086-000	Used Books	28,680	1,000	69	1,219	66	96%	3	4%	0	NA
60218-100	Sleep Center	22,504	1,155	69	1,219	40	58%	27	39%	2	3%
61016-000	Personal Services	18,274	1,294	69	1,219	31	45%	35	51%	3	4%
44129-000	Therapy	17,636	1,324	69	1,219	49	71%	19	28%	1	1%
60549-000	Medical Records	17,431	1,339	69	1,219	43	62%	26	38%	0	NA
25018-000	Dental Discount Plans	16,193	1,396	69	1,219	60	87%	4	6%	5	7%
50269-000	Flags	59,133	583	68	1,229	29	43%	39	57%	0	NA
50339-000	Herbs	34,979	861	68	1,229	29	43%	39	57%	0	NA
80014-000	Air Conditioning Parts	17,513	1,332	68	1,229	42	62%	26	38%	0	NA
50439-000	Motor Homes	15,050	1,443	68	1,229	59	87%	8	12%	1	1%
50682-000	Tropical Fish	12,937	1,559	68	1,229	29	43%	39	57%	0	NA
60417-000	Gun Safety	28,317	1,010	67	1,234	34	51%	32	48%	1	1%
10184-200	Kitchen Cabinets	25,954	1,056	67	1,234	26	39%	39	58%	2	3%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60548-000	Medical Business Administration	22,406	1,157	67	1,234	42	63%	25	37%	0	NA
60861-000	Technical Writing	19,787	1,241	67	1,234	60	90%	7	10%	0	NA
31000-000	Home Schooling Materials	16,753	1,372	67	1,234	64	96%	3	4%	0	NA
60856-000	Tax Reporting Service	16,611	1,378	67	1,234	50	75%	16	24%	1	1%
30319-100	Custom Knives	16,031	1,404	67	1,234	38	57%	29	43%	0	NA
60265-100	Mask	13,686	1,515	67	1,234	50	75%	17	25%	0	NA
60572-000	Hotel Management	6,589	2,156	67	1,234	49	73%	16	24%	2	3%
44108-000	Racing	1,457	3,565	67	1,234	23	34%	43	64%	1	1%
55750-000	Medical Transportation	36,369	833	66	1,244	41	62%	24	36%	1	2%
50157-000	Clock Repair	27,283	1,034	66	1,244	26	39%	37	56%	3	5%
60104-000	Foreign Auto Repair	23,044	1,135	66	1,244	47	71%	19	29%	0	NA
85290-000	Doctor Referral	15,479	1,429	66	1,244	41	62%	22	33%	3	5%
60732-110	Commercial Property Management	15,120	1,441	66	1,244	47	71%	18	27%	1	2%
83000-000	Organic Products	10,195	1,756	66	1,244	55	83%	11	17%	0	NA
44135-000	Cable, Internet and Radio	9,108	1,854	66	1,244	54	82%	12	18%	0	NA
50222-000	Doughnuts	7,007	2,099	66	1,244	16	24%	50	76%	0	NA
30711-000	Truck Bodies	3,452	2,781	66	1,244	49	74%	17	26%	0	NA
30252-100	Furniture Assembly Service	3,024	2,918	66	1,244	64	97%	2	3%	0	NA
25019-000	Employee Benefits Insurance	21,498	1,192	65	1,254	52	80%	13	20%	0	NA
60278-000	Dance Instruction	21,142	1,204	65	1,254	35	54%	30	46%	0	NA
80605-010	Restaurant Supplies	20,047	1,227	65	1,254	59	91%	6	9%	0	NA
80285-000	Farm Supply	19,142	1,264	65	1,254	62	95%	3	5%	0	NA
50689-100	Medical Uniforms	11,941	1,623	65	1,254	53	82%	12	18%	0	NA
60819-000	Solar Energy Development	51,481	657	64	1,259	49	77%	8	13%	7	11%
50568-000	Sewing Machine Dealers	33,193	897	64	1,259	60	94%	4	6%	0	NA
80378-000	Heating Equipment	24,751	1,089	64	1,259	41	64%	20	31%	3	5%
81000-310	Medical Marijuana Consulting	17,778	1,316	64	1,259	54	84%	10	16%	0	NA
30539-101	Ink Cartridge Refill	17,463	1,338	64	1,259	42	66%	20	31%	2	3%
50034-000	Auto Alarms	15,026	1,445	64	1,259	25	39%	39	61%	0	NA
50501-000	Pipes and Smokers Articles	12,409	1,592	64	1,259	33	52%	31	48%	0	NA
10095-300	Commercial Painter	69,868	506	63	1,266	22	35%	41	65%	0	NA
80407-000	Jewelry Supplies	41,119	760	63	1,266	9	14%	53	84%	1	2%
60758-000	Retirement Homes	38,079	808	63	1,266	44	70%	19	30%	0	NA
10079-100	Home Additions	31,673	932	63	1,266	57	90%	6	10%	0	NA
30020-000	Artificial Turf	27,763	1,024	63	1,266	34	54%	29	46%	0	NA
60771-200	Wearable Promotional Products	17,605	1,326	63	1,266	43	68%	19	30%	1	2%
50592-000	Ski Equipment	10,650	1,714	63	1,266	45	71%	18	29%	0	NA
80547-000	Wholesale Pet Supplies	8,076	1,968	63	1,266	44	70%	19	30%	0	NA
44125-000	Sports	6,827	2,125	63	1,266	25	40%	38	60%	0	NA
70623-200	Satellite TV	3,922	2,646	63	1,266	5	8%	3	5%	55	87%
60569-000	Talent Agencies	103,421	349	62	1,276	41	66%	20	32%	1	2%
85347-000	Auto Salvage	43,488	733	62	1,276	26	42%	35	56%	1	2%
60105-000	Car Restoration	33,387	894	62	1,276	25	40%	37	60%	0	NA
60882-000	Retread Tires	13,047	1,554	62	1,276	27	44%	30	48%	5	8%
55673-000	Hot Tubs and Spas	12,410	1,591	62	1,276	30	48%	30	48%	2	3%
75597-000	Global Positioning Systems	8,847	1,884	62	1,276	53	85%	9	15%	0	NA
50249-000	Household Fans	8,733	1,895	62	1,276	51	82%	9	15%	2	3%
60456-000	Identification Card Service	5,639	2,315	62	1,276	21	34%	12	19%	29	47%
60155-000	Bookkeeping Services	91,624	401	61	1,284	34	56%	25	41%	2	3%
80817-000	Wholesale Industrial Products	33,356	895	61	1,284	35	57%	17	28%	9	15%
44122-000	Security	23,046	1,134	61	1,284	31	51%	28	46%	2	3%
50326-300	Firearm Manufacturer	21,112	1,207	61	1,284	31	51%	28	46%	2	3%
55590-000	Hardware	10,387	1,735	61	1,284	43	70%	18	30%	0	NA
30772-000	County Government	9,531	1,814	61	1,284	5	8%	56	92%	0	NA
85296-400	Senior Delivery Services	9,335	1,834	61	1,284	61	100%	0	NA	0	NA
61080-000	Book, Compact Disc, and DVD Club	8,654	1,904	61	1,284	55	90%	6	10%	0	NA
72101-000	Alcoholic Beverage Service	7,247	2,069	61	1,284	54	89%	5	8%	2	3%
20047-300	Loan Acceleration	5,600	2,319	61	1,284	61	100%	0	NA	0	NA
61066-000	Concert Hall	2,259	3,161	61	1,284	28	46%	33	54%	0	NA
60789-000	Security Guards	103,043	350	60	1,295	22	37%	36	60%	2	3%
60335-000	General Engineering Contractor	84,255	433	60	1,295	31	52%	27	45%	2	3%
60075-101	Family Lawyer	46,245	704	60	1,295	38	63%	22	37%	0	NA
60499-000	Lawn Mower Repair	35,606	851	60	1,295	30	50%	28	47%	2	3%
50550-000	Roofing Materials	32,471	911	60	1,295	58	97%	0	NA	2	3%
85306-110	Carpet Cleaning	28,496	1,006	60	1,295	21	35%	36	60%	3	5%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60043-100	Appliance Installation	27,946	1,022	60	1,295	26	43%	30	50%	4	7%
60146-000	Birth Control Information	26,455	1,049	60	1,295	60	100%	0	NA	0	NA
80572-100	Veneers	26,130	1,053	60	1,295	26	43%	34	57%	0	NA
50621-000	Wood Stoves	24,727	1,090	60	1,295	50	83%	10	17%	0	NA
80812-000	Industrial Manufacturers	24,092	1,108	60	1,295	40	67%	20	33%	0	NA
60952-000	Wheelchair	19,009	1,269	60	1,295	50	83%	10	17%	0	NA
55515-000	Liquor	8,535	1,916	60	1,295	50	83%	10	17%	0	NA
80320-100	Organic Food	7,948	1,989	60	1,295	43	72%	17	28%	0	NA
50418-000	Maternity Clothes	7,012	2,097	60	1,295	16	27%	44	73%	0	NA
60965-300	Yoga Classes	4,976	2,419	60	1,295	40	67%	18	30%	2	3%
50743-000	Work Clothes	4,108	2,598	60	1,295	58	97%	2	3%	0	NA
50798-000	Accordion	361	4,752	60	1,295	6	10%	3	5%	51	85%
50403-000	Lumber Store	48,603	681	59	1,313	32	54%	25	42%	2	3%
50523-000	Radio Communication Equipment and Systems	14,248	1,486	59	1,313	53	90%	4	7%	2	3%
60381-000	Formal Wear	12,918	1,564	59	1,313	24	41%	26	44%	9	15%
80509-100	Office Equipment	12,153	1,611	59	1,313	11	19%	47	80%	1	2%
60060-100	Oil Portraits	4,049	2,613	59	1,313	25	42%	32	54%	2	3%
30747-100	Wine Cellar	1,427	3,589	59	1,313	1	2%	58	98%	0	NA
50037-000	Classic Car Dealers	43,334	735	58	1,319	28	48%	23	40%	7	12%
60074-000	Lawyer Referral Service	33,984	880	58	1,319	42	72%	16	28%	0	NA
70590-000	Recycling Center	28,952	994	58	1,319	35	60%	23	40%	0	NA
20085-201	Risk Management	22,245	1,165	58	1,319	53	91%	4	7%	1	2%
30509-000	Playground Equipment	18,742	1,275	58	1,319	38	66%	19	33%	1	2%
30463-000	Document Shredding	18,263	1,296	58	1,319	57	98%	1	2%	0	NA
10159-200	Tile Installation	17,855	1,309	58	1,319	24	41%	34	59%	0	NA
60675-000	Internal Medicine	13,953	1,502	58	1,319	27	47%	29	50%	2	3%
60971-100	Breastfeeding	12,156	1,610	58	1,319	54	93%	4	7%	0	NA
85373-000	Pardon Services	8,885	1,878	58	1,319	23	40%	33	57%	2	3%
60430-200	Boxing Gym	7,993	1,980	58	1,319	26	45%	32	55%	0	NA
20012-200	No License Required Financial Consultants	51,510	656	57	1,330	28	49%	28	49%	1	2%
50120-100	Cabinet Maker	32,212	920	57	1,330	22	39%	34	60%	1	2%
60859-000	Taxidermy	19,626	1,249	57	1,330	23	40%	32	56%	2	4%
60350-020	Estate Sales	18,637	1,278	57	1,330	31	54%	26	46%	0	NA
50183-000	Consignment Services	18,009	1,305	57	1,330	17	30%	36	63%	4	7%
80433-100	Lighting Equipment	12,447	1,588	57	1,330	28	49%	28	49%	1	2%
60826-000	Sports Promoter	10,343	1,744	57	1,330	41	72%	16	28%	0	NA
44039-000	Energy	9,938	1,784	57	1,330	38	67%	19	33%	0	NA
70642-000	Video Conference	3,529	2,751	57	1,330	18	32%	39	68%	0	NA
80097-100	Bottle Return	3,247	2,844	57	1,330	55	96%	2	4%	0	NA
50083-000	Boat Supplies	23,570	1,120	56	1,340	32	57%	24	43%	0	NA
60473-300	Email Service Providers	20,310	1,220	56	1,340	37	66%	18	32%	1	2%
80217-010	Personal Protective Equipment	16,738	1,373	56	1,340	46	82%	10	18%	0	NA
60530-000	Mailing Lists	14,056	1,499	56	1,340	29	52%	7	13%	20	36%
50032-100	Automobile Purchasing Consultant	13,673	1,517	56	1,340	51	91%	5	9%	0	NA
81000-400	Marijuana Products	13,249	1,544	56	1,340	15	27%	40	71%	1	2%
50595-000	Snowmobile	9,430	1,825	56	1,340	50	89%	6	11%	0	NA
80399-000	Information Processing	8,935	1,871	56	1,340	50	89%	6	11%	0	NA
80464-000	Mattress Supplies	7,673	2,023	56	1,340	28	50%	27	48%	1	2%
20007-000	Commodity Broker	6,091	2,246	56	1,340	54	96%	2	4%	0	NA
60057-000	Architect	90,102	405	55	1,350	26	47%	29	53%	0	NA
60635-000	Paralegal	26,989	1,037	55	1,350	37	67%	16	29%	2	4%
85265-010	Furnace Sales	16,046	1,402	55	1,350	44	80%	11	20%	0	NA
50217-000	Dolls	15,909	1,414	55	1,350	14	25%	40	73%	1	2%
60737-000	Recreation Center	10,883	1,699	55	1,350	31	56%	23	42%	1	2%
30749-000	Wineries	10,680	1,712	55	1,350	22	40%	33	60%	0	NA
50451-000	Nails	6,311	2,205	55	1,350	20	36%	34	62%	1	2%
50379-000	Knobs	6,166	2,233	55	1,350	53	96%	2	4%	0	NA
50259-000	Fireplace Equipment Manufacturers	4,440	2,532	55	1,350	36	65%	19	35%	0	NA
50242-000	Encyclopedia	517	4,470	55	1,350	33	60%	22	40%	0	NA
85320-000	Computer Consultant	37,632	816	54	1,362	23	43%	28	52%	3	6%
60651-000	Pest Control Supplies	34,879	864	54	1,360	46	85%	8	15%	0	NA
05153-200	Dog Daycare	27,966	1,021	54	1,360	24	44%	28	52%	2	4%
85346-000	Alternative Medicine	27,430	1,028	54	1,360	41	76%	12	22%	1	2%
50650-000	TV Parts	19,406	1,257	54	1,360	41	76%	11	20%	2	4%
80740-000	Tool and Die Supplies	7,857	2,000	54	1,360	46	85%	8	15%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60134-500	Microblading	7,071	2,095	54	1,360	18	33%	30	56%	6	11%
30737-000	Coin Operated Washer and Dryer	6,224	2,224	54	1,360	39	72%	14	26%	1	2%
50423-000	Mexican Food	5,961	2,276	54	1,360	20	37%	34	63%	0	NA
60498-000	Laundry Consultants	4,923	2,426	54	1,360	50	93%	3	6%	1	2%
80528-000	Wholesale Optical Goods	3,582	2,737	54	1,360	48	89%	6	11%	0	NA
85278-000	Metal Fabrication	53,222	634	53	1,371	29	55%	21	40%	3	6%
00110-101	Animal Rescue	43,287	736	53	1,371	31	58%	21	40%	1	2%
00198-000	Pet Training	29,255	984	53	1,371	19	36%	34	64%	0	NA
60311-000	Drug Abuse Information	26,832	1,041	53	1,371	40	75%	13	25%	0	NA
60653-100	Photo Imaging	11,991	1,620	53	1,371	30	57%	21	40%	2	4%
61040-000	Cleaning Supplies Sales	11,297	1,666	53	1,371	31	58%	22	42%	0	NA
80040-000	Auto Manufacturer Equipment	9,106	1,856	53	1,371	36	68%	16	30%	1	2%
80010-200	Data Analytics	8,599	1,909	53	1,371	45	85%	8	15%	0	NA
44024-000	Custom Service	6,691	2,140	53	1,371	9	17%	44	83%	0	NA
65473-100	Website Maintenance	2,045	3,239	53	1,371	16	30%	37	70%	0	NA
00199-100	Find A Pet	79,657	453	52	1,381	47	90%	4	8%	1	2%
00154-000	Landscape Architect	55,767	612	52	1,381	25	48%	25	48%	2	4%
85700-000	Pain Management	52,548	643	52	1,381	36	69%	16	31%	0	NA
60172-100	Business Coach	45,319	713	52	1,381	38	73%	13	25%	1	2%
00110-000	Animal Shelter	42,789	740	52	1,381	30	58%	21	40%	1	2%
60326-200	Staffing Agencies	40,790	766	52	1,381	18	35%	32	62%	2	4%
60350-000	Estate Appraisal	34,307	874	52	1,381	30	58%	22	42%	0	NA
60473-500	Search Engine Marketing	28,641	1,001	52	1,381	35	67%	9	17%	8	15%
44055-000	Gardening	21,093	1,209	52	1,381	18	35%	34	65%	0	NA
50133-100	Oriental Carpet Dealers	18,898	1,272	52	1,381	41	79%	11	21%	0	NA
60309-103	Truck Driver Training	18,497	1,285	52	1,381	31	60%	20	38%	1	2%
80153-000	Wholesale Chairs	16,199	1,395	52	1,381	35	67%	16	31%	1	2%
44092-000	Organization	14,409	1,479	52	1,381	37	71%	15	29%	0	NA
65243-100	Cyber Security	13,528	1,524	52	1,381	39	75%	13	25%	0	NA
75620-000	VoIP Phone	8,940	1,868	52	1,381	30	58%	22	42%	0	NA
30349-000	Emergency Lighting Equipment	8,722	1,897	52	1,381	41	79%	11	21%	0	NA
99999-001	Not Elsewhere Classified After Investigation	6,014	2,260	52	1,381	26	50%	0	NA	26	50%
30484-000	Picture Framing Supplies	6,002	2,265	52	1,381	16	31%	36	69%	0	NA
60869-000	Television Program Producers	4,247	2,571	52	1,381	10	19%	38	73%	4	8%
80777-100	Watch Manufacturers	3,667	2,703	52	1,381	31	60%	20	38%	1	2%
61067-000	Dinner Theater	2,169	3,193	52	1,381	22	42%	26	50%	4	8%
85296-000	Senior Services	40,500	769	51	1,402	41	80%	8	16%	2	4%
60439-000	Home Design	38,088	807	51	1,402	17	33%	31	61%	3	6%
10006-101	Kitchen Design	34,765	869	51	1,402	32	63%	19	37%	0	NA
50155-101	E-cigarette Liquid	14,448	1,475	51	1,402	13	25%	37	73%	1	2%
80531-000	Orthopedic Appliances	13,669	1,518	51	1,402	46	90%	5	10%	0	NA
10153-300	Above Ground Pools	13,323	1,540	51	1,402	41	80%	8	16%	2	4%
55546-000	Coaching	10,999	1,693	51	1,402	38	75%	10	20%	3	6%
50156-000	Clock Dealers	8,548	1,915	51	1,402	37	73%	12	24%	2	4%
80819-000	Gas Distributors	6,916	2,113	51	1,402	48	94%	3	6%	0	NA
60269-000	Cremation	66,094	527	50	1,411	38	76%	12	24%	0	NA
85306-100	Upholstery Cleaning	29,493	974	50	1,411	23	46%	26	52%	1	2%
50293-000	Used Furniture	20,604	1,215	50	1,411	35	70%	15	30%	0	NA
60539-100	Brand Development	17,870	1,308	50	1,411	22	44%	27	54%	1	2%
65840-100	Housing Consultants	17,627	1,325	50	1,411	46	92%	4	8%	0	NA
70571-101	International Movers	15,824	1,417	50	1,411	39	78%	11	22%	0	NA
50215-000	Doll Collectors	11,998	1,619	50	1,411	14	28%	36	72%	0	NA
50061-000	Bath Supplies	11,031	1,686	50	1,411	43	86%	7	14%	0	NA
30518-000	Posters	10,774	1,705	50	1,411	28	56%	21	42%	1	2%
65262-100	Hospitality	6,245	2,222	50	1,411	18	36%	32	64%	0	NA
00155-102	Seeding	3,795	2,678	50	1,411	2	4%	48	96%	0	NA
60342-000	Gasoline Engine	2,463	3,093	50	1,411	49	98%	1	2%	0	NA
60253-000	Construction Management	71,667	499	49	1,423	28	57%	20	41%	1	2%
65243-000	Network Security	40,966	764	49	1,423	35	71%	11	22%	3	6%
10035-010	Residential General Contractor	30,894	946	49	1,423	25	51%	22	45%	2	4%
60108-000	Auto Upholstery	27,739	1,025	49	1,423	17	35%	31	63%	1	2%
60704-000	Process Server	26,963	1,038	49	1,423	20	41%	28	57%	1	2%
60350-100	Estate Liquidators	23,377	1,126	49	1,423	28	57%	18	37%	3	6%
50626-000	Overstock Merchandise	21,614	1,185	49	1,423	38	78%	9	18%	2	4%
50534-000	Music Store	17,990	1,306	49	1,423	26	53%	23	47%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
55656-000	Security Equipment	15,083	1,442	49	1,423	22	45%	27	55%	0	NA
65630-000	Laser Eye Surgery	14,435	1,476	49	1,423	29	59%	16	33%	4	8%
60156-000	Bowling	14,169	1,491	49	1,423	31	63%	18	37%	0	NA
60410-000	Public Golf Courses	14,151	1,493	49	1,423	28	57%	21	43%	0	NA
30771-000	City Government	10,376	1,738	49	1,423	35	71%	14	29%	0	NA
80273-000	Electronic Instruments	9,095	1,858	49	1,423	27	55%	22	45%	0	NA
60918-000	Valet Service	8,248	1,952	49	1,423	35	71%	14	29%	0	NA
44027-000	Data	4,732	2,461	49	1,423	9	18%	11	22%	29	59%
44046-000	Fashion	4,512	2,518	49	1,423	11	22%	36	73%	2	4%
60729-104	Rent to Own Real Estate	100,734	358	48	1,440	42	88%	6	13%	0	NA
44028-000	Décor	53,930	626	48	1,440	13	27%	35	73%	0	NA
50476-000	Paint	34,241	877	48	1,440	21	44%	25	52%	2	4%
65783-100	Private School	32,410	913	48	1,440	34	71%	12	25%	2	4%
60330-000	Employment Training	29,477	976	48	1,440	25	52%	21	44%	2	4%
50058-100	Sports Memorabilia	23,726	1,115	48	1,440	28	58%	19	40%	1	2%
50224-000	Custom Curtains	23,002	1,138	48	1,440	28	58%	19	40%	1	2%
60747-000	Rental Service Stores & Yards	22,624	1,150	48	1,440	26	54%	22	46%	0	NA
50564-000	Bulbs	17,762	1,317	48	1,440	39	81%	9	19%	0	NA
60712-000	Public Relations Counselor	17,597	1,327	48	1,440	27	56%	6	13%	15	31%
60459-000	Importers	16,479	1,385	48	1,440	26	54%	21	44%	1	2%
20060-210	Home Maintenance	14,774	1,457	48	1,440	13	27%	34	71%	1	2%
44097-000	Pets	14,197	1,489	48	1,440	19	40%	25	52%	4	8%
15173-000	Disability Access	12,353	1,595	48	1,440	46	96%	2	4%	0	NA
44014-000	Boats	9,789	1,790	48	1,440	40	83%	8	17%	0	NA
80627-000	School Supplies	9,407	1,830	48	1,440	37	77%	11	23%	0	NA
10014-050	Restoration Companies	7,722	2,012	48	1,440	20	42%	28	58%	0	NA
80807-100	Sauna Supplies	921	4,000	48	1,440	2	4%	37	77%	9	19%
10149-000	Stucco	53,444	631	47	1,458	22	47%	22	47%	3	6%
50014-000	Antique Dealers	45,663	708	47	1,458	36	77%	11	23%	0	NA
50701-000	Vending Machines	43,993	728	47	1,458	18	38%	27	57%	2	4%
60248-000	Computer Training	33,866	884	47	1,458	36	77%	11	23%	0	NA
44035-000	Electrical	29,138	989	47	1,458	19	40%	26	55%	2	4%
60023-000	Yellow Pages Advertising	23,271	1,130	47	1,458	28	60%	17	36%	2	4%
10077-000	Home Automation	19,103	1,265	47	1,458	9	19%	37	79%	1	2%
50281-000	Frozen Food Companies	8,699	1,902	47	1,458	31	66%	16	34%	0	NA
50604-100	Hot Tub Supplies	8,658	1,903	47	1,458	45	96%	2	4%	0	NA
80680-100	Sporting Goods Manufacturers	8,309	1,945	47	1,458	42	89%	5	11%	0	NA
50069-200	Adjustable Beds	6,544	2,162	47	1,458	46	98%	1	2%	0	NA
80643-100	Sign Company	5,600	2,319	47	1,458	6	13%	23	49%	18	38%
60018-000	Magazine Advertising	5,177	2,371	47	1,458	31	66%	14	30%	2	4%
60353-100	Pilates	3,459	2,780	47	1,458	27	57%	20	43%	0	NA
10087-000	Log Cabins	44,164	726	46	1,472	32	70%	14	30%	0	NA
80276-000	Engine Equipment	39,300	787	46	1,472	29	63%	16	35%	1	2%
60290-000	Children Dentist	15,571	1,425	46	1,472	36	78%	10	22%	0	NA
10035-400	Home Performance Contractor	13,919	1,504	46	1,472	32	70%	14	30%	0	NA
85262-000	Denturist	10,667	1,713	46	1,472	25	54%	21	46%	0	NA
60417-100	Concealed Carry Training	9,639	1,803	46	1,472	35	76%	11	24%	0	NA
30760-100	Wood Products	9,354	1,833	46	1,472	28	61%	18	39%	0	NA
30740-000	Water Coolers	9,218	1,845	46	1,472	22	48%	23	50%	1	2%
60815-000	Soccer Clubs	6,459	2,181	46	1,472	29	63%	17	37%	0	NA
60353-300	Kickboxing	4,432	2,534	46	1,472	11	24%	26	57%	9	20%
50257-000	Fire Department Equipment	3,282	2,829	46	1,472	6	13%	40	87%	0	NA
10127-000	Roofing Consultants	38,575	798	45	1,483	28	62%	15	33%	2	4%
10032-101	Custom Concrete	37,758	813	45	1,483	13	29%	32	71%	0	NA
30111-000	Protective Coatings	32,296	915	45	1,483	23	51%	21	47%	1	2%
90032-000	Coupon Books	23,301	1,128	45	1,483	32	71%	3	7%	10	22%
55556-000	Specialty Schools	19,758	1,243	45	1,483	28	62%	17	38%	0	NA
80850-000	Data Recovery	19,732	1,245	45	1,483	37	82%	8	18%	0	NA
60480-000	Jewelry Repair	15,811	1,418	45	1,483	23	51%	17	38%	5	11%
70513-000	Airport Transportation	11,826	1,631	45	1,483	22	49%	23	51%	0	NA
20027-300	Medicare Advantage	11,603	1,643	45	1,483	5	11%	21	47%	19	42%
70552-000	Freight Traffic Service	11,361	1,660	45	1,483	15	33%	30	67%	0	NA
50300-000	Garments - Printing & Lettering	10,184	1,758	45	1,483	28	62%	17	38%	0	NA
60267-000	Credit Card Protection Services	10,135	1,764	45	1,483	27	60%	14	31%	4	9%
50565-000	Self Defense Devices	7,975	1,986	45	1,483	28	62%	13	29%	4	9%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
50276-000	Preserved Flowers	6,397	2,195	45	1,483	26	58%	19	42%	0	NA
80160-000	Wholesale Childrens Clothing	5,497	2,333	45	1,483	33	73%	12	27%	0	NA
44133-000	Water Service	5,089	2,393	45	1,483	27	60%	18	40%	0	NA
50094-000	Braids	4,710	2,465	45	1,483	10	22%	35	78%	0	NA
90030-000	Unclaimed Funds Retrieval Services	109,070	327	44	1,500	31	70%	11	25%	2	5%
80424-000	Landscape Supply	36,195	839	44	1,500	22	50%	21	48%	1	2%
00153-100	Dog Boarding	34,286	875	44	1,500	26	59%	17	39%	1	2%
80617-000	Safety Consultants	29,240	985	44	1,500	27	61%	17	39%	0	NA
60231-000	Communication Consultant	18,836	1,273	44	1,500	31	70%	12	27%	1	2%
30237-000	Food Processing Equipment	17,371	1,342	44	1,500	34	77%	10	23%	0	NA
60783-100	Vocational School	16,051	1,401	44	1,500	32	73%	12	27%	0	NA
60864-100	Telecommunication Equipment Repair	16,022	1,405	44	1,500	32	73%	12	27%	0	NA
50021-000	Aquarium Dealers	15,442	1,431	44	1,500	27	61%	17	39%	0	NA
50571-000	Electric Shaver	14,256	1,484	44	1,500	20	45%	24	55%	0	NA
50488-200	Specialty Pharmacy	13,827	1,510	44	1,500	43	98%	1	2%	0	NA
30303-010	Printing Services	11,044	1,685	44	1,500	19	43%	25	57%	0	NA
60172-107	Employee Benefit Consultants	10,692	1,710	44	1,500	40	91%	4	9%	0	NA
80636-000	Wholesale Seeds	9,600	1,805	44	1,500	13	30%	31	70%	0	NA
60409-000	Private Golf Courses	9,538	1,813	44	1,500	26	59%	18	41%	0	NA
50766-000	Appliance Rental	8,363	1,938	44	1,500	32	73%	12	27%	0	NA
85264-010	Fence Services	7,923	1,995	44	1,500	17	39%	25	57%	2	5%
80677-000	Communication Devices	4,364	2,547	44	1,500	35	80%	8	18%	1	2%
60386-000	Fundraising Counselors and Organizations	87,076	420	43	1,518	24	56%	17	40%	2	5%
10014-000	Building Restoration	54,346	621	43	1,518	23	53%	20	47%	0	NA
60922-000	Veterans Organizations	42,379	745	43	1,518	31	72%	12	28%	0	NA
10131-000	Sewer Contractors	39,596	780	43	1,518	22	51%	21	49%	0	NA
50433-000	Manufactured Home Repair	34,106	879	43	1,518	24	56%	18	42%	1	2%
60419-000	Gymnastics Classes	17,721	1,320	43	1,518	28	65%	15	35%	0	NA
55433-100	Mobile Home Foundation	12,129	1,612	43	1,518	28	65%	14	33%	1	2%
60669-100	Infertility	11,845	1,628	43	1,518	28	65%	15	35%	0	NA
80342-000	Wholesale General Merchandise	11,175	1,675	43	1,518	8	19%	31	72%	4	9%
60531-100	International Mailing Services	8,737	1,894	43	1,518	16	37%	27	63%	0	NA
80798-000	Wholesale Womens Apparel	7,612	2,029	43	1,518	31	72%	12	28%	0	NA
55558-000	Batteries	5,719	2,305	43	1,518	23	53%	20	47%	0	NA
70517-320	Dog Treats	1,794	3,364	43	1,518	2	5%	41	95%	0	NA
10013-100	Design Contractor	30,670	950	42	1,531	11	26%	31	74%	0	NA
50344-000	Home Theater Systems	28,581	1,002	42	1,531	20	48%	22	52%	0	NA
50584-000	Shower Doors	24,928	1,082	42	1,531	22	52%	20	48%	0	NA
80534-000	Packaging Supplies	23,713	1,116	42	1,531	36	86%	6	14%	0	NA
00210-000	Sod	21,548	1,189	42	1,531	18	43%	23	55%	1	2%
25047-000	Wealth Building Seminars	21,497	1,193	42	1,531	37	88%	5	12%	0	NA
80408-000	Wholesale Jewelry	21,406	1,197	42	1,531	19	45%	23	55%	0	NA
80374-000	Wholesale Health Products	18,733	1,276	42	1,531	27	64%	15	36%	0	NA
55586-000	Chairs	12,431	1,589	42	1,531	21	50%	20	48%	1	2%
50282-000	Fruits and Vegetables Retail	12,295	1,598	42	1,531	20	48%	22	52%	0	NA
80319-000	Food Broker	11,876	1,627	42	1,531	29	69%	13	31%	0	NA
50580-000	Custom Shoes	9,146	1,850	42	1,531	16	38%	25	60%	1	2%
50675-100	Travel Trailers	8,512	1,919	42	1,531	39	93%	3	7%	0	NA
50714-000	Wallpaper	8,159	1,959	42	1,531	22	52%	20	48%	0	NA
10006-210	Outdoor Living	7,346	2,056	42	1,531	16	38%	20	48%	6	14%
50291-100	Rustic Furniture	7,096	2,094	42	1,531	10	24%	12	29%	20	48%
50123-000	Calendars	6,847	2,122	42	1,531	33	79%	9	21%	0	NA
50479-101	Party Facilities	5,132	2,381	42	1,531	12	29%	27	64%	3	7%
60129-000	Baseball Club	4,990	2,417	42	1,531	29	69%	13	31%	0	NA
60640-100	Airport Parking Reservations	4,449	2,529	42	1,531	23	55%	15	36%	4	10%
61019-000	Theater Stage Play Houses	2,908	2,948	42	1,531	22	52%	19	45%	1	2%
60710-000	Psychologist	32,450	912	41	1,552	24	59%	17	41%	0	NA
20002-000	Adjuster	24,544	1,092	41	1,552	29	71%	12	29%	0	NA
70517-000	Animal Removal	22,566	1,153	41	1,552	22	54%	19	46%	0	NA
55530-000	Legal	21,761	1,180	41	1,552	25	61%	14	34%	2	5%
60885-000	Portable Toilet	18,667	1,277	41	1,552	33	80%	8	20%	0	NA
85368-000	Corporate Lodging	17,421	1,340	41	1,552	33	80%	8	20%	0	NA
55503-000	Engines	16,273	1,391	41	1,552	24	59%	17	41%	0	NA
50696-000	Vacuum Cleaners Parts	15,281	1,437	41	1,552	34	83%	7	17%	0	NA
30477-000	Wholesale Pet Foods	14,539	1,469	41	1,552	30	73%	11	27%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
82250-000	Debt Repayment Plan	9,760	1,791	41	1,552	36	88%	3	7%	2	5%
30339-000	Leather	6,735	2,134	41	1,552	12	29%	27	66%	2	5%
70571-100	Office Movers	6,496	2,172	41	1,552	31	76%	8	20%	2	5%
50730-010	Wedding Services	6,098	2,243	41	1,552	14	34%	27	66%	0	NA
25079-000	Non-Compliant Debt Relief Services	5,744	2,304	41	1,552	1	2%	18	44%	22	54%
44057-000	Cards and Gifts	4,796	2,449	41	1,552	15	37%	19	46%	7	17%
60533-210	Project Management Software	4,604	2,495	41	1,552	6	15%	35	85%	0	NA
85266-100	Game Tables	4,009	2,628	41	1,552	9	22%	32	78%	0	NA
80553-000	Physical Therapy Supplies	3,289	2,826	41	1,552	6	15%	34	83%	1	2%
50336-200	Diet Food	1,876	3,323	41	1,552	31	76%	10	24%	0	NA
10043-000	Drainage Contractors	34,785	866	40	1,571	21	53%	19	48%	0	NA
60171-000	Business Brokers	33,445	892	40	1,571	22	55%	17	43%	1	3%
30132-000	Contract Manufacturing	24,467	1,095	40	1,571	32	80%	8	20%	0	NA
60858-010	Tax Representative	19,172	1,262	40	1,571	35	88%	5	13%	0	NA
50122-000	Cake Decorating Supplies	12,577	1,581	40	1,571	25	63%	15	38%	0	NA
60714-000	Public Utility Consultants	12,502	1,585	40	1,571	26	65%	14	35%	0	NA
60344-000	Entertainer	11,113	1,678	40	1,571	24	60%	14	35%	2	5%
50406-000	Magazine Dealers	10,554	1,722	40	1,571	17	43%	18	45%	5	13%
50239-000	Electronic Power Supplies	8,313	1,942	40	1,571	21	53%	18	45%	1	3%
60060-020	Art Gallery	7,597	2,031	40	1,571	25	63%	14	35%	1	3%
60106-000	Auto Smog Inspection	6,255	2,219	40	1,571	15	38%	25	63%	0	NA
60659-000	Photo Printing	5,813	2,294	40	1,571	35	88%	4	10%	1	3%
60976-000	Magazines Sales	5,521	2,328	40	1,571	17	43%	22	55%	1	3%
00151-010	Fishing Gear	5,162	2,373	40	1,571	9	23%	25	63%	6	15%
80077-000	Bed Manufacturers	4,127	2,594	40	1,571	34	85%	6	15%	0	NA
80732-000	Changing Tires	3,653	2,710	40	1,571	18	45%	22	55%	0	NA
87800-000	Travel and Tourism Education	2,888	2,957	40	1,571	31	78%	9	23%	0	NA
80470-000	Wholesale Mens Clothing	2,867	2,963	40	1,571	34	85%	6	15%	0	NA
10099-300	Hardscaping	35,300	854	39	1,589	15	38%	24	62%	0	NA
50673-000	Utility Trailers	28,891	995	39	1,589	27	69%	12	31%	0	NA
60956-000	Window Repair	24,271	1,103	39	1,589	27	69%	11	28%	1	3%
10042-000	Door Repair	23,888	1,112	39	1,589	20	51%	19	49%	0	NA
20080-100	Commercial Insurance Services	19,041	1,267	39	1,589	31	79%	8	21%	0	NA
60434-000	Heating System Repair	18,420	1,288	39	1,589	34	87%	5	13%	0	NA
50262-000	Seafood Retail	17,325	1,345	39	1,589	20	51%	19	49%	0	NA
60281-000	Data Systems Consultants	16,971	1,366	39	1,589	24	62%	15	38%	0	NA
80041-110	Custom Wheels	10,062	1,770	39	1,589	33	85%	6	15%	0	NA
10176-000	Paving, Painting, Home Improvement - Itinerant Workers	8,463	1,931	39	1,589	4	10%	30	77%	5	13%
50185-000	Cookies	8,110	1,964	39	1,589	22	56%	17	44%	0	NA
70501-000	Air Cargo	7,508	2,039	39	1,589	20	51%	18	46%	1	3%
60134-300	Eyebrow Threading	5,917	2,285	39	1,589	16	41%	22	56%	1	3%
50732-000	Whirlpool Bathtubs	5,021	2,407	39	1,589	33	85%	6	15%	0	NA
50025-100	Handmade Art	4,572	2,504	39	1,589	28	72%	11	28%	0	NA
50024-000	Army Gear	4,186	2,581	39	1,589	6	15%	33	85%	0	NA
50318-010	Golf Supplies	3,704	2,692	39	1,589	20	51%	19	49%	0	NA
55660-000	Golf	2,230	3,178	39	1,589	15	38%	21	54%	3	8%
30035-100	Bar Accessories	1,305	3,682	39	1,589	2	5%	37	95%	0	NA
10184-000	Cabinet Refinishing	46,533	699	38	1,608	20	53%	17	45%	1	3%
60816-000	Social Security Services	41,562	753	38	1,608	33	87%	5	13%	0	NA
61052-000	Screen Repair	27,288	1,033	38	1,608	14	37%	23	61%	1	3%
30192-000	Elevator Service	25,664	1,060	38	1,608	23	61%	15	39%	0	NA
10184-100	Kitchen Cabinet Refacing	24,286	1,101	38	1,608	34	89%	4	11%	0	NA
30096-000	Check Printing	21,537	1,190	38	1,608	38	100%	0	NA	0	NA
80039-000	Auto Body Shop Equipment	18,188	1,297	38	1,608	9	24%	29	76%	0	NA
10097-000	Parking Lot Maintenance	17,513	1,332	38	1,608	28	74%	9	24%	1	3%
60218-300	Pain Management Clinics	14,787	1,456	38	1,608	25	66%	13	34%	0	NA
85268-000	Grant Writing	14,430	1,477	38	1,608	4	11%	32	84%	2	5%
50479-000	Party Planning	13,468	1,528	38	1,608	17	45%	20	53%	1	3%
30222-000	Air Filters	11,046	1,684	38	1,608	30	79%	8	21%	0	NA
44118-000	Sales	9,648	1,801	38	1,608	29	76%	9	24%	0	NA
60238-000	Computer Cable Installation	8,881	1,879	38	1,608	35	92%	2	5%	1	3%
60623-000	Office Space Rental	7,792	2,008	38	1,608	13	34%	25	66%	0	NA
80351-000	Golf Equipment Manufacturers	6,270	2,213	38	1,608	35	92%	3	8%	0	NA
10153-010	Pool Equipment	4,371	2,546	38	1,608	15	39%	23	61%	0	NA
30099-000	Manufacturing Chemist	3,347	2,808	38	1,608	35	92%	3	8%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60115-010	Baby Services	2,931	2,944	38	1,608	11	29%	27	71%	0	NA
80130-000	Calculator	1,451	3,570	38	1,608	6	16%	32	84%	0	NA
00155-200	Commercial Landscape Contractors	34,392	872	37	1,628	22	59%	15	41%	0	NA
50268-000	Flag Poles	24,389	1,098	37	1,628	36	97%	0	NA	1	3%
30312-000	Faux Jewels	22,127	1,170	37	1,628	25	68%	12	32%	0	NA
86100-000	Construction Supplies	21,915	1,174	37	1,628	28	76%	9	24%	0	NA
50342-000	Home Center	17,322	1,346	37	1,628	22	59%	15	41%	0	NA
60932-000	Answering Service	14,219	1,488	37	1,628	32	86%	5	14%	0	NA
50659-100	Commercial Tire Service	11,722	1,642	37	1,628	10	27%	27	73%	0	NA
60152-000	Charter Boat	11,293	1,667	37	1,628	17	46%	17	46%	3	8%
50509-000	Police Equipment	10,915	1,697	37	1,628	31	84%	5	14%	1	3%
70648-000	Water Supply System	10,597	1,718	37	1,628	15	41%	21	57%	1	3%
55027-000	Custom Framing	10,367	1,740	37	1,628	33	89%	3	8%	1	3%
60668-000	Ear Nose and Throat Doctor	8,115	1,963	37	1,628	20	54%	15	41%	2	5%
50590-000	Skating Equipment	6,404	2,193	37	1,628	36	97%	1	3%	0	NA
50391-000	Lenses	5,086	2,394	37	1,628	30	81%	7	19%	0	NA
44091-000	Optometry	3,202	2,868	37	1,628	20	54%	17	46%	0	NA
70560-000	Sanitary Landfill	1,426	3,593	37	1,628	32	86%	5	14%	0	NA
61002-000	Adult Family Homes	43,872	730	36	1,644	18	50%	17	47%	1	3%
80159-000	Chemicals	37,748	815	36	1,644	12	33%	24	67%	0	NA
50559-000	Door Screens	25,663	1,061	36	1,644	20	56%	16	44%	0	NA
60201-100	Chimney Sweeper	22,413	1,156	36	1,644	9	25%	27	75%	0	NA
60566-000	Manufactured Home Rental	14,865	1,453	36	1,644	18	50%	18	50%	0	NA
85323-000	Emergency Disaster Preparedness	12,616	1,579	36	1,644	32	89%	4	11%	0	NA
60769-000	Sales Organization	11,321	1,665	36	1,644	15	42%	7	19%	14	39%
82600-000	College Savings Plans	9,108	1,854	36	1,644	31	86%	5	14%	0	NA
60350-010	Estate Auctions	9,070	1,860	36	1,644	15	42%	21	58%	0	NA
44030-000	Design	8,507	1,921	36	1,644	15	42%	21	58%	0	NA
20066-000	Savings and Loan Associations	8,134	1,960	36	1,644	32	89%	3	8%	1	3%
50093-000	Boys Clothing	7,245	2,070	36	1,644	22	61%	14	39%	0	NA
50297-000	Household Garbage Disposal	6,959	2,109	36	1,644	15	42%	21	58%	0	NA
60577-000	Motion Picture Film Distributors	6,575	2,160	36	1,644	20	56%	16	44%	0	NA
60801-000	Shoppers News Publications	6,278	2,210	36	1,644	35	97%	1	3%	0	NA
30147-000	Decals	6,267	2,216	36	1,644	21	58%	15	42%	0	NA
50040-110	Buy Here Pay Here Auto Dealer	4,597	2,497	36	1,644	22	61%	13	36%	1	3%
68000-000	Computer Assisted Design Services	3,378	2,801	36	1,644	9	25%	27	75%	0	NA
60961-000	Business Writer	3,207	2,865	36	1,644	3	8%	30	83%	3	8%
60202-000	China Repair	1,931	3,300	36	1,644	12	33%	24	67%	0	NA
30095-000	Cereal	1,903	3,311	36	1,644	30	83%	6	17%	0	NA
80201-100	Construction Equipment	32,039	924	35	1,665	18	51%	17	49%	0	NA
80806-000	Oil and Gas Exploration	28,544	1,005	35	1,665	26	74%	8	23%	1	3%
73000-000	Tile and Marble	24,474	1,094	35	1,665	13	37%	21	60%	1	3%
60075-122	Immigration Lawyer	24,414	1,097	35	1,665	24	69%	11	31%	0	NA
10177-102	Barn Construction	23,561	1,121	35	1,665	18	51%	14	40%	3	9%
50488-100	Compounding Pharmacy	18,598	1,279	35	1,665	18	51%	13	37%	4	11%
60599-000	Instrument Lessons	17,050	1,361	35	1,665	13	37%	22	63%	0	NA
60508-000	Legal Clinic	16,533	1,383	35	1,665	30	86%	5	14%	0	NA
20087-000	Business Promotion	15,721	1,420	35	1,665	14	40%	20	57%	1	3%
30201-000	Diesel Engine	13,266	1,543	35	1,665	17	49%	18	51%	0	NA
50218-000	Door and Gate Operating Devices	12,827	1,567	35	1,665	30	86%	5	14%	0	NA
10100-100	Patio Covers	12,511	1,584	35	1,665	18	51%	15	43%	2	6%
60075-131	Insurance Lawyer	12,094	1,613	35	1,665	35	100%	0	NA	0	NA
50634-000	Tailor	11,527	1,647	35	1,665	16	46%	19	54%	0	NA
50693-000	Upholstery Fabric	10,395	1,734	35	1,665	11	31%	24	69%	0	NA
61027-000	Hazardous Waste Services	8,878	1,880	35	1,665	26	74%	9	26%	0	NA
65840-000	Housing Authority	6,699	2,138	35	1,665	27	77%	8	23%	0	NA
61006-100	Psychiatric Services	5,605	2,318	35	1,665	21	60%	14	40%	0	NA
50706-000	Video Equipment Rentals	4,343	2,554	35	1,665	16	46%	19	54%	0	NA
70598-000	Sewage Disposal	4,284	2,564	35	1,665	22	63%	13	37%	0	NA
50441-010	Motorcycle Service	3,891	2,656	35	1,665	17	49%	18	51%	0	NA
80078-000	Beekeeping Supplies	3,484	2,767	35	1,665	6	17%	29	83%	0	NA
60148-100	Cord Blood Banking	3,477	2,773	35	1,665	31	89%	4	11%	0	NA
80487-100	Platforms	3,302	2,822	35	1,665	33	94%	2	6%	0	NA
30567-000	Robots	3,287	2,828	35	1,665	1	3%	0	NA	34	97%
65262-000	Sports Hospitality	2,232	3,176	35	1,665	33	94%	2	6%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
65777-000	Government Grant Services	47,171	694	34	1,691	26	76%	7	21%	1	3%
60075-117	Criminal Lawyer	41,149	759	34	1,691	27	79%	7	21%	0	NA
50415-000	Marine Equipment	16,009	1,409	34	1,691	19	56%	14	41%	1	3%
30181-000	Electric Motor Parts	14,754	1,459	34	1,691	24	71%	10	29%	0	NA
30575-100	Gun Safes	10,586	1,719	34	1,691	31	91%	3	9%	0	NA
80136-000	Canvases	10,345	1,743	34	1,691	27	79%	7	21%	0	NA
60148-000	Blood Bank	9,118	1,853	34	1,691	22	65%	12	35%	0	NA
30575-000	Safe	8,200	1,956	34	1,691	14	41%	20	59%	0	NA
60944-000	Wedding Chapel	8,071	1,969	34	1,691	19	56%	14	41%	1	3%
30790-100	Food Wholesalers	8,018	1,974	34	1,691	20	59%	14	41%	0	NA
85304-000	Tile Sales	8,016	1,975	34	1,691	13	38%	21	62%	0	NA
50563-000	Second Hand Stores	7,722	2,012	34	1,691	10	29%	24	71%	0	NA
60893-000	Expositions	7,648	2,025	34	1,691	22	65%	11	32%	1	3%
55547-000	Antiques	7,444	2,046	34	1,691	13	38%	19	56%	2	6%
30765-000	Armory	5,082	2,396	34	1,691	14	41%	19	56%	1	3%
50075-000	Bike Repair	4,610	2,493	34	1,691	18	53%	15	44%	1	3%
50490-000	Photographic Equipment Repair	4,058	2,610	34	1,691	15	44%	17	50%	2	6%
85279-000	Pen Pals	3,611	2,722	34	1,691	5	15%	29	85%	0	NA
60432-000	Health Resorts	3,474	2,775	34	1,691	18	53%	16	47%	0	NA
80542-100	Equipment Leasing	3,393	2,798	34	1,691	11	32%	23	68%	0	NA
87300-000	QuickBooks Support	2,450	3,094	34	1,691	4	12%	30	88%	0	NA
65027-000	Mold Removal	51,878	650	33	1,712	22	67%	11	33%	0	NA
50117-000	Business Forms and Systems	28,579	1,003	33	1,712	25	76%	6	18%	2	6%
60262-000	Copy Services	22,267	1,163	33	1,712	17	52%	14	42%	2	6%
82400-000	Records Management	20,424	1,217	33	1,712	20	61%	13	39%	0	NA
60780-000	Kindergarten	17,473	1,337	33	1,712	19	58%	14	42%	0	NA
60761-000	Shooting Range	15,923	1,412	33	1,712	12	36%	21	64%	0	NA
60604-000	Nanny Services	13,660	1,519	33	1,712	25	76%	8	24%	0	NA
60246-100	Computer Programming	12,169	1,606	33	1,712	19	58%	13	39%	1	3%
80658-000	Wholesale Slippers	8,403	1,934	33	1,712	19	58%	14	42%	0	NA
60554-000	Merchandising Services	8,230	1,953	33	1,712	22	67%	11	33%	0	NA
60495-000	Language School	7,675	2,021	33	1,712	19	58%	13	39%	1	3%
70538-000	Containerized Freight Service	7,648	2,025	33	1,712	18	55%	14	42%	1	3%
72800-000	Key Duplication	7,284	2,064	33	1,712	31	94%	2	6%	0	NA
50036-000	Car Bumpers	4,814	2,444	33	1,712	22	67%	8	24%	3	9%
80423-000	Wholesale Lamps	4,129	2,592	33	1,712	1	3%	32	97%	0	NA
50649-000	Telescope	3,815	2,670	33	1,712	24	73%	8	24%	1	3%
60831-000	Arena	3,491	2,764	33	1,712	11	33%	22	67%	0	NA
50496-000	Pictures	2,076	3,226	33	1,712	27	82%	5	15%	1	3%
50317-100	Gold Buyers	45,842	706	32	1,730	28	88%	4	13%	0	NA
10113-100	Commercial Plumber	38,106	806	32	1,730	24	75%	7	22%	1	3%
10016-000	Pole Barn	37,754	814	32	1,730	19	59%	12	38%	1	3%
80203-000	Copier	26,140	1,052	32	1,730	20	63%	12	38%	0	NA
60060-000	Art Consultant	24,922	1,084	32	1,730	22	69%	10	31%	0	NA
00223-000	Weed Control Services	16,543	1,382	32	1,730	28	88%	4	13%	0	NA
80674-200	Hot Tub Manufacturing	16,269	1,392	32	1,730	32	100%	0	NA	0	NA
30541-000	Prosthetic	15,913	1,413	32	1,730	22	69%	10	31%	0	NA
65150-000	Rent to Own	13,510	1,526	32	1,730	27	84%	5	16%	0	NA
20059-000	Pension and Profit Sharing Plans	13,338	1,539	32	1,730	22	69%	9	28%	1	3%
80045-000	Auto Repair Equipment	12,728	1,573	32	1,730	20	63%	12	38%	0	NA
50444-000	Mulch	12,160	1,608	32	1,730	23	72%	9	28%	0	NA
60854-100	Permanent Makeup	11,392	1,658	32	1,730	22	69%	8	25%	2	6%
50432-000	Manufactured Home Parts	10,485	1,726	32	1,730	17	53%	17	53%	0	NA
85160-000	Biomedical Products	9,733	1,796	32	1,730	10	31%	22	69%	0	NA
80276-100	Engine Parts	9,103	1,857	32	1,730	20	63%	11	34%	1	3%
80536-100	Automotive Paint	9,028	1,862	32	1,730	8	25%	24	75%	0	NA
20014-000	Currency Exchange	8,493	1,927	32	1,730	8	25%	24	75%	0	NA
85298-000	Shuttle Bus	7,273	2,066	32	1,730	13	41%	17	53%	2	6%
80131-000	Wholesale Candles	7,225	2,072	32	1,730	23	72%	9	28%	0	NA
44085-010	Sports Cards	7,173	2,081	32	1,730	21	66%	9	28%	2	6%
30316-000	Key Control Systems	6,405	2,192	32	1,730	25	78%	6	19%	1	3%
50589-000	Skateboards	6,284	2,208	32	1,730	10	31%	22	69%	0	NA
80051-000	Baby Accessories Wholesale	6,233	2,223	32	1,730	30	94%	2	6%	0	NA
60404-020	Window Tinting	4,711	2,464	32	1,730	15	47%	15	47%	2	6%
60697-000	Playground	3,591	2,735	32	1,730	20	63%	11	34%	1	3%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
30755-000	Wood Carving	3,273	2,836	32	1,730	13	41%	19	59%	0	NA
30238-000	Food Manufacturing Equipment	3,169	2,879	32	1,730	8	25%	24	75%	0	NA
20027-400	Vision Insurance	2,089	3,220	32	1,730	32	100%	0	NA	0	NA
80185-000	Coin Sorter	1,255	3,715	32	1,730	32	100%	0	NA	0	NA
60334-000	Professional Engineer	67,415	518	31	1,760	18	58%	12	39%	1	3%
60494-000	Land for Sale	50,544	666	31	1,760	10	32%	18	58%	3	10%
55520-000	Service Animals	41,050	762	31	1,760	29	94%	2	6%	0	NA
60075-106	Real Estate Lawyer	36,125	842	31	1,760	25	81%	6	19%	0	NA
30595-000	Notary Public Seals	27,086	1,036	31	1,760	19	61%	12	39%	0	NA
60075-123	Litigation Lawyer	17,069	1,360	31	1,760	28	90%	3	10%	0	NA
60676-000	Weight Reduction Physician	15,999	1,410	31	1,760	10	32%	20	65%	1	3%
50306-000	Gates	12,303	1,597	31	1,760	10	32%	19	61%	2	6%
50266-000	Fishing Tackle	12,022	1,617	31	1,760	14	45%	14	45%	3	10%
70508-000	Aircraft Maintenance	8,177	1,958	31	1,760	11	35%	7	23%	13	42%
60366-000	Fingerprinting	7,792	2,008	31	1,760	23	74%	8	26%	0	NA
50121-010	Custom Cabinets	6,382	2,198	31	1,760	14	45%	16	52%	1	3%
60963-000	Dental X-Rays	5,176	2,372	31	1,760	20	65%	11	35%	0	NA
60134-020	Salon Equipment	5,120	2,387	31	1,760	16	52%	15	48%	0	NA
60095-200	Car Decals	4,895	2,432	31	1,760	6	19%	25	81%	0	NA
60261-000	Cooking Classes	3,886	2,657	31	1,760	1	3%	20	65%	10	32%
50048-100	Baby Car Seats	3,508	2,757	31	1,760	28	90%	3	10%	0	NA
77600-000	Smart Phone Software	2,832	2,973	31	1,760	10	32%	21	68%	0	NA
60662-000	Stock Photos	2,739	3,007	31	1,760	30	97%	1	3%	0	NA
60641-000	Park	2,735	3,009	31	1,760	13	42%	18	58%	0	NA
50367-100	Pet Jewelry	2,712	3,018	31	1,760	2	6%	28	90%	1	3%
25020-000	Insurance Software	2,288	3,149	31	1,760	22	71%	9	29%	0	NA
60858-100	Property Tax Consultants	40,817	765	30	1,782	25	83%	5	17%	0	NA
60327-000	Employment Contractors	24,927	1,083	30	1,782	3	10%	26	87%	1	3%
60311-100	Drug Addiction Treatment	21,571	1,187	30	1,782	16	53%	13	43%	1	3%
10038-000	Dock Builders	18,357	1,289	30	1,782	21	70%	9	30%	0	NA
10075-000	Heat Pump	18,014	1,304	30	1,782	21	70%	8	27%	1	3%
70559-300	Irrigation	17,648	1,323	30	1,782	10	33%	20	67%	0	NA
60777-000	Scholarships and Financial Aid	17,107	1,358	30	1,782	27	90%	3	10%	0	NA
60090-000	Audio-Visual Consultant	15,994	1,411	30	1,782	27	90%	3	10%	0	NA
60533-200	Project Management	14,936	1,449	30	1,782	24	80%	6	20%	0	NA
82600-200	College Admissions Counselor	13,031	1,558	30	1,782	27	90%	3	10%	0	NA
44025-000	Customer Service	11,773	1,637	30	1,782	24	80%	5	17%	1	3%
80425-000	Laser	9,967	1,781	30	1,782	22	73%	8	27%	0	NA
50762-010	Energy Conservation Services	9,565	1,810	30	1,782	17	57%	13	43%	0	NA
50042-000	Auto Floor Mats	9,477	1,821	30	1,782	23	77%	7	23%	0	NA
80548-100	Pharmaceutical Research	8,089	1,966	30	1,782	5	17%	24	80%	1	3%
50661-101	Shed	7,144	2,086	30	1,782	22	73%	8	27%	0	NA
30222-100	Heating and Air Conditioning Filters	7,137	2,089	30	1,782	14	47%	16	53%	0	NA
50041-000	Auto Electric Equipment	7,132	2,091	30	1,782	18	60%	12	40%	0	NA
00201-000	Poultry Farm	6,948	2,110	30	1,782	8	27%	10	33%	12	40%
60758-010	Retirement Communities	6,896	2,115	30	1,782	27	90%	3	10%	0	NA
80468-200	Medical Alert Systems	6,681	2,143	30	1,782	18	60%	9	30%	3	10%
80705-000	Surgical Supplies	6,578	2,159	30	1,782	24	80%	6	20%	0	NA
50519-000	Quilts	6,008	2,262	30	1,782	5	17%	25	83%	0	NA
80311-000	Wholesale Fishing Tackle	4,218	2,577	30	1,782	10	33%	20	67%	0	NA
90028-000	State Lottery	3,947	2,643	30	1,782	24	80%	6	20%	0	NA
50049-000	Baby Food	3,571	2,740	30	1,782	7	23%	11	37%	12	40%
60780-100	Pre Kindergarten	2,436	3,103	30	1,782	12	40%	17	57%	1	3%
50479-100	Childrens Parties	2,428	3,106	30	1,782	7	23%	21	70%	2	7%
80063-000	Barber Equipment	1,748	3,392	30	1,782	2	7%	28	93%	0	NA
70528-000	Bridge Operator	1,107	3,833	30	1,782	30	100%	0	NA	0	NA
80514-200	Office Equipment Manufacturers	189	5,140	30	1,782	28	93%	2	7%	0	NA
60963-010	Erectile Dysfunction	52,906	637	29	1,813	18	62%	11	38%	0	NA
60788-300	Access Control Systems	31,528	936	29	1,813	17	59%	12	41%	0	NA
65027-300	Mold Remediation	29,836	966	29	1,813	17	59%	11	38%	1	3%
20039-000	Workers Compensation Insurance	29,479	975	29	1,813	22	76%	7	24%	0	NA
20060-100	Facility Maintenance	29,160	987	29	1,813	7	24%	22	76%	0	NA
60540-000	Marriage Counselor	29,023	991	29	1,813	18	62%	11	38%	0	NA
00219-100	Tree Pruning Service	25,763	1,058	29	1,813	9	31%	19	66%	1	3%
30068-000	Meat	19,852	1,237	29	1,813	15	52%	12	41%	2	7%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
70720-000	Hauling Contractors	16,950	1,367	29	1,813	17	59%	12	41%	0	NA
70559-200	Irrigation Repair	14,077	1,498	29	1,813	16	55%	12	41%	1	3%
50261-000	Firewood	13,441	1,532	29	1,813	8	28%	21	72%	0	NA
44018-000	Charity	10,551	1,723	29	1,813	18	62%	11	38%	0	NA
60263-100	Copywriting	10,144	1,762	29	1,813	11	38%	16	55%	2	7%
50564-100	Seeds	9,421	1,827	29	1,813	13	45%	16	55%	0	NA
50048-000	Baby Strollers	8,583	1,910	29	1,813	19	66%	10	34%	0	NA
60803-000	Comparative Shopping Service	8,525	1,917	29	1,813	29	100%	0	NA	0	NA
60667-000	Cardiologist	7,924	1,993	29	1,813	14	48%	15	52%	0	NA
60379-000	Food Service Management	7,901	1,997	29	1,813	23	79%	6	21%	0	NA
30060-000	Brewers	7,168	2,082	29	1,813	19	66%	10	34%	0	NA
50253-100	Fence Materials	6,690	2,141	29	1,813	26	90%	3	10%	0	NA
10059-200	Laminate Floor	6,524	2,168	29	1,813	17	59%	12	41%	0	NA
50570-000	Sewing Machine Parts	4,972	2,420	29	1,813	18	62%	11	38%	0	NA
90021-400	Charity - Community Development & Civic Organizations	3,597	2,732	29	1,813	21	72%	8	28%	0	NA
60436-000	Hockey Club	3,527	2,753	29	1,813	12	41%	12	41%	5	17%
66002-310	Grill	1,748	3,392	29	1,813	10	34%	18	62%	1	3%
10088-000	Marine Contractors	29,921	965	28	1,838	13	46%	14	50%	1	4%
60034-000	Clothing Alterations	22,593	1,151	28	1,838	11	39%	16	57%	1	4%
10032-200	Concrete Restoration	21,276	1,201	28	1,838	13	46%	14	50%	1	4%
60985-000	Soliciting Organizations	20,686	1,213	28	1,838	4	14%	22	79%	2	7%
85265-000	Furnace Repair	20,032	1,229	28	1,838	21	75%	7	25%	0	NA
60075-111	Tax Attorney	19,602	1,250	28	1,838	27	96%	0	NA	1	4%
60210-000	Churches	15,256	1,438	28	1,838	14	50%	14	50%	0	NA
80745-000	Tractor Parts	12,501	1,586	28	1,838	11	39%	13	46%	4	14%
10155-000	Cable Contractors	11,235	1,672	28	1,838	23	82%	4	14%	1	4%
55610-000	Lawn	10,568	1,720	28	1,838	8	29%	18	64%	2	7%
60134-200	Esthetician	10,352	1,742	28	1,838	13	46%	14	50%	1	4%
60995-000	Car Rust Proofing	10,230	1,751	28	1,838	26	93%	2	7%	0	NA
80390-000	Hydroponics Equipment	9,478	1,820	28	1,838	14	50%	14	50%	0	NA
60100-000	Auto Inspection Stations	8,878	1,880	28	1,838	16	57%	12	43%	0	NA
00151-300	Outfitters	7,407	2,048	28	1,838	6	21%	22	79%	0	NA
30379-000	Mats	7,342	2,057	28	1,838	21	75%	7	25%	0	NA
60016-000	Newspaper Advertising	7,180	2,080	28	1,838	15	54%	13	46%	0	NA
60212-000	Circus Companies	6,532	2,165	28	1,838	24	86%	4	14%	0	NA
55421-000	Itinerant Bulk Meat	6,502	2,171	28	1,838	2	7%	26	93%	0	NA
80713-000	Tanning Equipment	6,101	2,241	28	1,838	11	39%	17	61%	0	NA
50310-230	Canvas Art	5,761	2,301	28	1,838	25	89%	3	11%	0	NA
60289-102	Endodontics	5,499	2,332	28	1,838	20	71%	8	29%	0	NA
30256-000	Commercial Garbage Disposal	5,131	2,383	28	1,838	17	61%	11	39%	0	NA
60172-112	Auto Repair Consultants	5,102	2,391	28	1,838	9	32%	18	64%	1	4%
44026-000	Dance	4,495	2,520	28	1,838	15	54%	13	46%	0	NA
60965-200	Yoga Studio	3,703	2,694	28	1,838	15	54%	11	39%	2	7%
60414-010	Dog Walker	3,602	2,728	28	1,838	28	100%	0	NA	0	NA
85344-000	Bus Rental	2,832	2,973	28	1,838	25	89%	3	11%	0	NA
80800-000	Wool	1,086	3,853	28	1,838	27	96%	1	4%	0	NA
10037-000	Demolition Contractors	67,820	517	27	1,867	9	33%	18	67%	0	NA
10012-000	Building Construction Consultants	36,677	828	27	1,867	14	52%	13	48%	0	NA
85296-300	Senior Care	31,878	926	27	1,867	19	70%	8	30%	0	NA
60901-000	Translators	29,568	973	27	1,867	23	85%	4	15%	0	NA
30401-000	Millwork	22,244	1,166	27	1,867	20	74%	7	26%	0	NA
15127-000	Roof Cleaning	22,239	1,167	27	1,867	12	44%	15	56%	0	NA
85303-000	Tile and Grout Cleaning	19,868	1,236	27	1,867	5	19%	19	70%	3	11%
80201-000	Contractors Equipment	19,152	1,263	27	1,867	19	70%	8	30%	0	NA
30240-000	Foot Appliances	16,667	1,375	27	1,867	26	96%	1	4%	0	NA
60257-000	Contractors Equipment Rental	16,153	1,397	27	1,867	16	59%	11	41%	0	NA
50677-000	Trailer Repair	13,911	1,505	27	1,867	14	52%	13	48%	0	NA
80248-100	Dress Manufacturers	13,674	1,516	27	1,867	14	52%	13	48%	0	NA
50461-000	Nuts	13,301	1,542	27	1,867	17	63%	10	37%	0	NA
30539-100	Toner Cartridges	12,537	1,583	27	1,867	20	74%	7	26%	0	NA
50510-000	Popcorn	11,895	1,626	27	1,867	25	93%	2	7%	0	NA
60966-000	Youth Organization Center	11,016	1,688	27	1,867	22	81%	5	19%	0	NA
60239-100	Forensic Computers	10,128	1,765	27	1,867	26	96%	1	4%	0	NA
60765-000	Roommate Referral Service	7,815	2,006	27	1,867	24	89%	3	11%	0	NA
50192-000	Craft Dealers	7,335	2,058	27	1,867	18	67%	9	33%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60239-000	Computer Disaster Recovery	6,486	2,176	27	1,867	19	70%	8	30%	0	NA
60887-000	Tourist Information	6,127	2,237	27	1,867	22	81%	5	19%	0	NA
50791-000	Custom Suits	6,096	2,244	27	1,867	24	89%	3	11%	0	NA
30314-000	Juicers	5,750	2,302	27	1,867	19	70%	8	30%	0	NA
50165-000	Coffee Break Services and Supplies	5,385	2,344	27	1,867	7	26%	20	74%	0	NA
50114-100	Prefab Buildings	5,364	2,346	27	1,867	12	44%	15	56%	0	NA
80799-000	Woodworking Equipment	5,270	2,358	27	1,867	25	93%	2	7%	0	NA
60665-300	Urologist	4,657	2,476	27	1,867	15	56%	12	44%	0	NA
90021-050	Charity - Animal Protection	4,329	2,556	27	1,867	19	70%	8	30%	0	NA
50104-000	Bridal Registry	3,792	2,679	27	1,867	25	93%	1	4%	1	4%
44052-000	Food Industry	3,751	2,684	27	1,867	11	41%	16	59%	0	NA
60422-000	Halls	3,318	2,815	27	1,867	13	48%	14	52%	0	NA
60596-000	Museum	3,175	2,876	27	1,867	19	70%	8	30%	0	NA
10121-000	Road Contractors	42,163	746	26	1,899	14	54%	12	46%	0	NA
10092-000	Manufactured Home Transport	26,474	1,048	26	1,899	11	42%	15	58%	0	NA
80699-000	Natural Stone	22,256	1,164	26	1,899	10	38%	16	62%	0	NA
50035-000	Auto Appraiser	21,131	1,205	26	1,899	23	88%	2	8%	1	4%
80450-000	Wholesale Lumber	16,267	1,393	26	1,899	12	46%	14	54%	0	NA
10101-100	Driveway Sealer	14,449	1,474	26	1,899	4	15%	19	73%	3	12%
60098-000	Auto Electric Service	12,187	1,605	26	1,899	19	73%	7	27%	0	NA
20047-201	Auto Loan Modification	11,489	1,648	26	1,899	24	92%	2	8%	0	NA
50441-100	Motorcycle Customization	10,756	1,706	26	1,899	11	42%	14	54%	1	4%
30069-000	Cabinet Supplies	9,758	1,792	26	1,899	14	54%	12	46%	0	NA
80765-000	Vacuum Equipment	8,003	1,978	26	1,899	19	73%	7	27%	0	NA
55654-000	Lab	7,399	2,051	26	1,899	14	54%	12	46%	0	NA
60134-100	Beauty Consultant	7,143	2,087	26	1,899	5	19%	15	58%	6	23%
60444-000	Hospital Consultants	6,778	2,128	26	1,899	19	73%	7	27%	0	NA
60847-000	Private Pool	6,436	2,188	26	1,899	21	81%	4	15%	1	4%
30368-000	Machine Tool Repair	5,996	2,269	26	1,899	15	58%	11	42%	0	NA
30269-000	Glassware Wholesale	5,486	2,334	26	1,899	14	54%	12	46%	0	NA
80454-000	Mailbox Manufacturers	3,920	2,648	26	1,899	7	27%	19	73%	0	NA
50337-110	Hearing Aid Parts	3,067	2,908	26	1,899	4	15%	21	81%	1	4%
55555-000	Graduation	2,579	3,054	26	1,899	22	85%	4	15%	0	NA
00109-000	Animal Identification	15,556	1,426	25	1,919	17	68%	8	32%	0	NA
85359-100	Social Media Consultant	14,253	1,485	25	1,919	8	32%	16	64%	1	4%
50326-200	Air Gun	14,090	1,497	25	1,919	14	56%	11	44%	0	NA
60817-200	Family Services	13,443	1,531	25	1,919	7	28%	18	72%	0	NA
60605-000	Naturopath	12,927	1,563	25	1,919	22	88%	3	12%	0	NA
70517-200	Wildlife Removal	12,550	1,582	25	1,919	10	40%	13	52%	2	8%
60724-000	Radiator	12,276	1,599	25	1,919	14	56%	11	44%	0	NA
80158-000	Industrial Cleaning Chemicals	11,728	1,641	25	1,919	6	24%	19	76%	0	NA
60791-000	Self Defense	11,057	1,683	25	1,919	17	68%	8	32%	0	NA
60470-200	Architectural Designer	10,921	1,695	25	1,919	14	56%	11	44%	0	NA
30457-000	Paper Products	10,902	1,698	25	1,919	9	36%	16	64%	0	NA
60051-000	Arbitration Services	10,387	1,735	25	1,919	24	96%	1	4%	0	NA
10086-000	Lighting Consultant	10,139	1,763	25	1,919	11	44%	13	52%	1	4%
60000-000	Auto Air Conditioning	8,833	1,885	25	1,919	17	68%	8	32%	0	NA
60778-000	School Information	8,502	1,923	25	1,919	16	64%	5	20%	4	16%
60986-000	Training Videos	8,289	1,948	25	1,919	12	48%	8	32%	5	20%
50613-000	Stamp Collecting	8,184	1,957	25	1,919	16	64%	7	28%	2	8%
70596-000	Satellite Communication	7,566	2,034	25	1,919	16	64%	6	24%	3	12%
80049-000	Automated Teller Machine	7,495	2,042	25	1,919	18	72%	7	28%	0	NA
50256-000	Air Cleaning Equipment	7,003	2,100	25	1,919	24	96%	1	4%	0	NA
20035-000	Renters Insurance	5,781	2,299	25	1,919	23	92%	2	8%	0	NA
50473-000	Outboard Motors	5,134	2,380	25	1,919	19	76%	6	24%	0	NA
50079-000	Bird Supplies	5,009	2,412	25	1,919	12	48%	13	52%	0	NA
80662-000	Snow Removal Equipment	4,815	2,443	25	1,919	20	80%	5	20%	0	NA
30131-000	Electric Connectors	4,523	2,515	25	1,919	9	36%	16	64%	0	NA
44031-000	Dessert	4,482	2,522	25	1,919	12	48%	13	52%	0	NA
60040-100	Short Term Rentals	3,153	2,884	25	1,919	20	80%	5	20%	0	NA
60855-000	Tattoo Removal	2,927	2,945	25	1,919	8	32%	5	20%	12	48%
60147-000	Blacksmith	2,282	3,153	25	1,919	4	16%	21	84%	0	NA
55684-000	Summer Camp	1,497	3,544	25	1,919	12	48%	12	48%	1	4%
50627-010	Wilderness Survival Training	704	4,229	25	1,919	13	52%	12	48%	0	NA
30366-000	Machine Shop	65,983	528	24	1,950	13	54%	11	46%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60326-100	Technical Staffing	38,920	793	24	1,950	5	21%	19	79%	0	NA
85260-000	Life Coach	23,443	1,124	24	1,950	15	63%	9	38%	0	NA
60075-118	Divorce Lawyers	21,558	1,188	24	1,950	15	63%	9	38%	0	NA
70517-100	Animal Trapping	17,207	1,354	24	1,950	19	79%	5	21%	0	NA
60101-000	Auto Machine Shop	16,388	1,389	24	1,950	8	33%	15	63%	1	4%
50254-000	Fertilizer	15,611	1,424	24	1,950	17	71%	7	29%	0	NA
30240-010	Arch Supports	14,764	1,458	24	1,950	23	96%	1	4%	0	NA
61041-000	Cleaning Supplies by Internet	13,368	1,537	24	1,950	14	58%	3	13%	7	29%
55541-000	Child Care Services	13,046	1,555	24	1,950	13	54%	10	42%	1	4%
60277-000	Dance Company	11,363	1,659	24	1,950	9	38%	14	58%	1	4%
50221-101	Door Installation	9,829	1,787	24	1,950	9	38%	14	58%	1	4%
00109-100	Animal Registration	7,754	2,011	24	1,950	14	58%	10	42%	0	NA
80079-000	Wholesale Beer	6,612	2,153	24	1,950	21	88%	3	13%	0	NA
60218-400	Vein Clinic	5,544	2,324	24	1,950	18	75%	6	25%	0	NA
60670-000	Allergist	5,541	2,325	24	1,950	16	67%	8	33%	0	NA
60092-000	Audio Visual Equipment Repair	5,402	2,341	24	1,950	10	42%	14	58%	0	NA
80265-300	Electric Vehicle Charging Stations	5,179	2,370	24	1,950	11	46%	13	54%	0	NA
30164-000	Distillers	4,613	2,491	24	1,950	18	75%	6	25%	0	NA
80402-000	Interior Designer Supplies	4,578	2,503	24	1,950	16	67%	8	33%	0	NA
60218-102	Snoring	4,275	2,566	24	1,950	12	50%	12	50%	0	NA
80032-100	Asphalt Repair	3,760	2,682	24	1,950	3	13%	20	83%	1	4%
30187-010	Testing Center	3,617	2,721	24	1,950	14	58%	8	33%	2	8%
70623-300	IPTV Internet Protocol Television	3,482	2,769	24	1,950	19	79%	3	13%	2	8%
20050-200	Advance Fee Residential Loan Modification (CA)	3,299	2,824	24	1,950	1	4%	19	79%	4	17%
60181-000	Carburetors	3,234	2,850	24	1,950	17	71%	7	29%	0	NA
65188-000	Online Casino	1,640	3,449	24	1,950	19	79%	5	21%	0	NA
30257-100	Garment Restoration	1,272	3,707	24	1,950	7	29%	16	67%	1	4%
66002-100	Commercial Cleaning Services	85,829	428	23	1,978	11	48%	12	52%	0	NA
10112-000	Plastering Contractors	48,530	682	23	1,978	9	39%	14	61%	0	NA
70637-000	Heavy Haul Trucking	45,649	709	23	1,978	7	30%	14	61%	2	9%
85296-100	Senior Home Care	39,632	778	23	1,978	16	70%	7	30%	0	NA
80600-000	Commercial Refrigeration	33,390	893	23	1,978	12	52%	11	48%	0	NA
61026-100	Radon Mitigation	27,982	1,019	23	1,978	21	91%	2	9%	0	NA
55651-000	Door-to-Door Sales	20,332	1,219	23	1,978	15	65%	4	17%	4	17%
60965-100	Yoga Supplies	19,293	1,259	23	1,978	15	65%	8	35%	0	NA
50675-000	Camping Trailer	14,959	1,448	23	1,978	16	70%	7	30%	0	NA
60367-100	Fire Damage Restoration	13,936	1,503	23	1,978	14	61%	8	35%	1	4%
60093-000	Audio-Visual Production Services	12,698	1,576	23	1,978	8	35%	15	65%	0	NA
50676-000	Trailer Parts	12,412	1,590	23	1,978	17	74%	6	26%	0	NA
60328-000	Employee Leasing	11,327	1,664	23	1,978	22	96%	1	4%	0	NA
71300-100	Asset Recovery	10,379	1,737	23	1,978	5	22%	17	74%	1	4%
10154-010	Pool Repair	10,202	1,754	23	1,978	10	43%	13	57%	0	NA
87600-100	Service Dogs	9,016	1,863	23	1,978	21	91%	2	9%	0	NA
50414-000	Marine Electronics	9,000	1,864	23	1,978	18	78%	5	22%	0	NA
50272-001	Farmers Market	7,462	2,045	23	1,978	10	43%	13	57%	0	NA
50202-000	Delicatessen	6,881	2,119	23	1,978	9	39%	14	61%	0	NA
90036-000	Local Lottery	6,202	2,226	23	1,978	21	91%	2	9%	0	NA
50416-100	Sword	5,958	2,277	23	1,978	12	52%	11	48%	0	NA
60590-000	Motorcycle Rental	5,505	2,331	23	1,978	14	61%	9	39%	0	NA
00226-000	Equestrian Services	5,223	2,362	23	1,978	14	61%	8	35%	1	4%
30395-000	Meters	5,194	2,369	23	1,978	10	43%	13	57%	0	NA
50038-000	Custom Car Dealers	4,537	2,510	23	1,978	14	61%	9	39%	0	NA
44119-000	Sanitation	4,299	2,563	23	1,978	7	30%	15	65%	1	4%
50720-100	Tankless Water Heaters	4,231	2,573	23	1,978	21	91%	2	9%	0	NA
30150-000	Deodorant	4,173	2,585	23	1,978	5	22%	18	78%	0	NA
60021-000	Telephone Advertising	4,020	2,623	23	1,978	3	13%	20	87%	0	NA
50010-000	Amplifier	3,482	2,769	23	1,978	23	100%	0	NA	0	NA
60130-000	Basketball Clubs	3,358	2,806	23	1,978	18	78%	4	17%	1	4%
50155-000	Cigarette Lighter	2,736	3,008	23	1,978	3	13%	20	87%	0	NA
30319-000	Machine Knives	2,720	3,015	23	1,978	17	74%	6	26%	0	NA
60568-000	Model Maker	2,605	3,045	23	1,978	8	35%	15	65%	0	NA
85331-100	Childrens Play Programs Instruction	2,486	3,087	23	1,978	12	52%	11	48%	0	NA
80676-000	Speaker Manufacturers	2,000	3,264	23	1,978	20	87%	3	13%	0	NA
30035-000	Bar Manufacturers	1,297	3,689	23	1,978	13	57%	10	43%	0	NA
80717-010	Telematics	161	5,249	23	1,978	1	4%	22	96%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
26000-000	Stamp Dealers	32,238	918	22	2,016	14	64%	7	32%	1	5%
85316-000	Decorative Concrete Contractor	22,628	1,149	22	2,016	11	50%	11	50%	0	NA
80467-000	Wholesale Meat	22,018	1,172	22	2,016	6	27%	16	73%	0	NA
10177-100	Basement Remodeling	21,155	1,203	22	2,016	11	50%	11	50%	0	NA
25054-000	Foreclosures	20,661	1,214	22	2,016	19	86%	3	14%	0	NA
60904-000	Transportation Consultants	19,891	1,233	22	2,016	9	41%	13	59%	0	NA
55336-100	Medical Technology	17,844	1,311	22	2,016	19	86%	3	14%	0	NA
10161-000	Tuckpointing	14,688	1,461	22	2,016	7	32%	15	68%	0	NA
70638-000	Light Haul Trucking	13,140	1,549	22	2,016	16	73%	5	23%	1	5%
60781-000	Elementary School	11,450	1,652	22	2,016	13	59%	8	36%	1	5%
70650-000	Bottled Water	11,010	1,690	22	2,016	13	59%	7	32%	2	9%
10043-010	Drain Cleaning	10,179	1,759	22	2,016	8	36%	13	59%	1	5%
50731-000	Western Clothing	10,050	1,772	22	2,016	15	68%	6	27%	1	5%
10035-020	Commercial General Contractor	9,747	1,794	22	2,016	13	59%	9	41%	0	NA
00222-100	Emergency Vet	9,401	1,831	22	2,016	9	41%	13	59%	0	NA
70516-000	Air Ambulance Service	9,225	1,844	22	2,016	15	68%	7	32%	0	NA
50062-000	Battery Retail	8,751	1,890	22	2,016	17	77%	5	23%	0	NA
80432-000	Wholesale Lighting Fixtures	8,225	1,954	22	2,016	15	68%	7	32%	0	NA
50606-000	Spice	7,953	1,988	22	2,016	17	77%	5	23%	0	NA
60528-000	Butler Service	7,232	2,071	22	2,016	10	45%	11	50%	1	5%
60593-000	MRI	6,984	2,105	22	2,016	11	50%	11	50%	0	NA
60445-200	Outpatient Surgery Center	6,336	2,204	22	2,016	13	59%	9	41%	0	NA
50727-000	Wax	6,092	2,245	22	2,016	14	64%	8	36%	0	NA
30532-000	Business Form Printer	6,036	2,255	22	2,016	20	91%	2	9%	0	NA
61087-000	Telephone Solicitation	5,927	2,283	22	2,016	1	5%	2	9%	19	86%
20050-100	Real Estate Loan Modification	5,530	2,327	22	2,016	10	45%	12	55%	0	NA
50193-000	Craft Classes	4,619	2,486	22	2,016	10	45%	12	55%	0	NA
44053-000	Fuel	4,442	2,531	22	2,016	10	45%	11	50%	1	5%
50190-000	Costume Fabrics	4,361	2,549	22	2,016	7	32%	15	68%	0	NA
50810-000	Jet Ski	3,985	2,634	22	2,016	6	27%	16	73%	0	NA
44126-000	Stone	3,970	2,639	22	2,016	7	32%	14	64%	1	5%
55583-000	Snacks	3,572	2,738	22	2,016	9	41%	12	55%	1	5%
50488-300	Infusion Services	3,189	2,872	22	2,016	18	82%	4	18%	0	NA
70519-000	Balloons Manned	2,855	2,966	22	2,016	10	45%	11	50%	1	5%
80152-100	Lift Chairs	2,700	3,020	22	2,016	21	95%	1	5%	0	NA
60235-040	Antivirus software	1,847	3,343	22	2,016	21	95%	1	5%	0	NA
50770-000	Hotel Products	1,753	3,390	22	2,016	13	59%	9	41%	0	NA
30361-000	Wholesale Luggage	1,440	3,578	22	2,016	21	95%	1	5%	0	NA
10083-000	Land Clearing	37,051	824	21	2,054	6	29%	14	67%	1	5%
60334-101	Engineering Consultant	33,025	901	21	2,054	7	33%	14	67%	0	NA
10053-000	Smoke Alarm Systems	32,831	906	21	2,054	16	76%	3	14%	2	10%
60182-000	Career Counseling	23,026	1,136	21	2,054	14	67%	7	33%	0	NA
50180-000	Concrete Products	21,766	1,179	21	2,054	12	57%	9	43%	0	NA
10035-100	Basement Contractors	19,074	1,266	21	2,054	15	71%	5	24%	1	5%
60165-000	Building Inspector	18,908	1,271	21	2,054	10	48%	10	48%	1	5%
20033-000	Annuity	17,267	1,348	21	2,054	19	90%	1	5%	1	5%
60940-100	Pressure Washer	17,252	1,350	21	2,054	15	71%	6	29%	0	NA
60772-000	Sales Training	17,114	1,356	21	2,054	17	81%	4	19%	0	NA
50695-000	Vacuum Cleaners Repair	14,826	1,455	21	2,054	7	33%	13	62%	1	5%
50681-000	Trophies	12,793	1,569	21	2,054	16	76%	4	19%	1	5%
30756-000	Wood Finishing	11,459	1,651	21	2,054	10	48%	11	52%	0	NA
30348-000	Lifts	10,847	1,701	21	2,054	17	81%	4	19%	0	NA
75300-000	Behavioral Education	8,269	1,950	21	2,054	14	67%	6	29%	1	5%
50022-000	Archery Equipment	8,251	1,951	21	2,054	7	33%	14	67%	0	NA
61044-000	Photography for Sale	7,528	2,038	21	2,054	9	43%	12	57%	0	NA
50098-000	Bra	7,428	2,047	21	2,054	10	48%	11	52%	0	NA
50353-000	Frozen Dessert Dealers	7,205	2,075	21	2,054	16	76%	5	24%	0	NA
80373-000	Wholesale Hardware	7,162	2,083	21	2,054	11	52%	9	43%	1	5%
20007-200	Commodity Trading Advisory Service	6,599	2,155	21	2,054	16	76%	5	24%	0	NA
60370-000	Fishing Charters	6,381	2,199	21	2,054	10	48%	11	52%	0	NA
60624-000	Office Buildings	5,658	2,312	21	2,054	14	67%	7	33%	0	NA
50395-000	Light Fixture Parts	5,291	2,354	21	2,054	7	33%	14	67%	0	NA
60945-010	Wedding Officiant	5,149	2,377	21	2,054	8	38%	13	62%	0	NA
80268-000	Electric Heating Manufacturers	4,615	2,490	21	2,054	10	48%	11	52%	0	NA
60470-010	Interior Decorator	4,525	2,514	21	2,054	10	48%	11	52%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
44086-000	Metal	4,353	2,551	21	2,054	4	19%	16	76%	1	5%
80212-000	Wholesale Cotton	4,058	2,610	21	2,054	0	NA	21	100%	0	NA
60241-000	Multimedia Computer	3,987	2,633	21	2,054	13	62%	8	38%	0	NA
50718-000	Watch Bands	3,903	2,654	21	2,054	5	24%	16	76%	0	NA
60107-500	Car Tune-Up	3,324	2,814	21	2,054	12	57%	9	43%	0	NA
77100-000	Photo Booth Rental	3,288	2,827	21	2,054	7	33%	13	62%	1	5%
50508-100	Plumbing Supplies	3,211	2,861	21	2,054	17	81%	4	19%	0	NA
65733-110	Cottage rentals	3,046	2,912	21	2,054	13	62%	8	38%	0	NA
30600-000	Semiconductor Devices	2,955	2,941	21	2,054	21	100%	0	NA	0	NA
60050-000	Public Aquariums	2,432	3,104	21	2,054	11	52%	10	48%	0	NA
80792-000	Wine Broker	2,362	3,125	21	2,054	5	24%	16	76%	0	NA
44061-000	Hobbies	2,359	3,127	21	2,054	5	24%	16	76%	0	NA
60298-100	Diabetes Services	2,091	3,219	21	2,054	2	10%	19	90%	0	NA
44109-000	Recreation	1,015	3,923	21	2,054	10	48%	11	52%	0	NA
30282-010	Sport Club	669	4,277	21	2,054	13	62%	8	38%	0	NA
50545-000	Ribbon	606	4,353	21	2,054	16	76%	4	19%	1	5%
50507-000	Plaster Products Ornamental	362	4,748	21	2,054	14	67%	7	33%	0	NA
60349-000	Estate Planning and Management	35,863	847	20	2,098	13	65%	5	25%	2	10%
10081-100	Spray Foam Insulation Contractors	34,362	873	20	2,098	15	75%	4	20%	1	5%
89500-000	Penny Auctions	29,992	963	20	2,098	18	90%	0	NA	2	10%
50182-000	Ready Mixed Concrete	25,429	1,069	20	2,098	13	65%	7	35%	0	NA
65548-100	Healthcare Staffing	21,690	1,182	20	2,098	15	75%	5	25%	0	NA
30370-000	New Machinery	20,781	1,212	20	2,098	7	35%	13	65%	0	NA
60650-101	Termite Control	19,773	1,242	20	2,098	15	75%	4	20%	1	5%
80629-000	Scrap Metal	18,544	1,282	20	2,098	13	65%	7	35%	0	NA
05153-100	Pet Day Care	13,580	1,523	20	2,098	10	50%	9	45%	1	5%
60549-200	Medical Training	13,140	1,549	20	2,098	14	70%	6	30%	0	NA
30338-200	Leak Detection	12,409	1,592	20	2,098	14	70%	6	30%	0	NA
60817-000	Social Service Organizations	12,018	1,618	20	2,098	11	55%	9	45%	0	NA
30640-000	Stair Builders	11,253	1,670	20	2,098	13	65%	7	35%	0	NA
10066-000	Glass Coating	11,024	1,687	20	2,098	8	40%	12	60%	0	NA
60017-000	Outdoor Advertising	9,502	1,817	20	2,098	5	25%	15	75%	0	NA
50554-000	Saddle	8,503	1,922	20	2,098	12	60%	8	40%	0	NA
70630-000	Transporting Trailers	8,411	1,933	20	2,098	6	30%	14	70%	0	NA
60123-000	Bar Coding	7,986	1,981	20	2,098	12	60%	8	40%	0	NA
60095-210	Vehicle Wrap	7,935	1,990	20	2,098	7	35%	13	65%	0	NA
80546-000	Wholesale Perfume	7,934	1,991	20	2,098	18	90%	2	10%	0	NA
85271-000	Horseback Riding	7,368	2,053	20	2,098	8	40%	12	60%	0	NA
80265-000	Electric Vehicles	6,685	2,142	20	2,098	5	25%	15	75%	0	NA
85308-000	Videographers	6,542	2,163	20	2,098	3	15%	17	85%	0	NA
55504-000	Auto Equipment	6,142	2,235	20	2,098	1	5%	19	95%	0	NA
31300-000	Educational Supplies	6,001	2,267	20	2,098	8	40%	12	60%	0	NA
60259-000	Convention Facilities	5,519	2,329	20	2,098	3	15%	17	85%	0	NA
50784-000	Pond Supplies	5,292	2,353	20	2,098	9	45%	11	55%	0	NA
60107-900	Fleet Services	5,055	2,400	20	2,098	11	55%	9	45%	0	NA
50428-000	Miniatures	4,436	2,533	20	2,098	13	65%	7	35%	0	NA
80726-000	Testing Equipment	4,303	2,562	20	2,098	7	35%	13	65%	0	NA
30039-000	Battery Manufacturers	4,262	2,568	20	2,098	18	90%	2	10%	0	NA
50231-000	Dressmaker	3,623	2,718	20	2,098	7	35%	13	65%	0	NA
30315-000	Juice	3,279	2,831	20	2,098	8	40%	12	60%	0	NA
55661-000	Gymnastics	2,556	3,063	20	2,098	11	55%	7	35%	2	10%
50589-100	Skateboard Equipment	2,437	3,101	20	2,098	4	20%	16	80%	0	NA
30691-000	Thermostat	2,358	3,128	20	2,098	15	75%	5	25%	0	NA
70600-000	Ship Register	1,943	3,293	20	2,098	1	5%	19	95%	0	NA
44037-000	Emergency	1,768	3,380	20	2,098	3	15%	17	85%	0	NA
80189-000	Industrial Waste Compactor	1,690	3,425	20	2,098	19	95%	1	5%	0	NA
60655-000	Photo Retouching	1,622	3,460	20	2,098	19	95%	1	5%	0	NA
60063-000	Art Organizations	1,545	3,511	20	2,098	8	40%	12	60%	0	NA
30279-000	Wholesale Greeting Cards	1,236	3,737	20	2,098	20	100%	0	NA	0	NA
30024-010	Auto Distributor	1,204	3,763	20	2,098	12	60%	8	40%	0	NA
10049-100	Commercial Electrician	68,688	512	19	2,141	13	68%	5	26%	1	5%
60194-000	Chamber of Commerce	65,405	532	19	2,141	15	79%	3	16%	1	5%
60235-100	Software Testing	32,672	908	19	2,141	13	68%	6	32%	0	NA
00196-100	Mobile Pet Grooming	21,175	1,202	19	2,141	9	47%	10	53%	0	NA
61016-100	Personal Chef	19,684	1,246	19	2,141	1	5%	4	21%	14	74%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
50046-000	Autograph Dealer	16,853	1,370	19	2,141	9	47%	10	53%	0	NA
85317-000	Flat Roofing Contractors	16,600	1,379	19	2,141	4	21%	15	79%	0	NA
80467-100	Meat Processing	16,393	1,388	19	2,141	7	37%	12	63%	0	NA
50544-200	Food Trucks	14,910	1,450	19	2,141	6	32%	12	63%	1	5%
10152-000	Pool Enclosures	14,664	1,463	19	2,141	15	79%	4	21%	0	NA
50722-100	Water Conditioning Contractor	13,516	1,525	19	2,141	8	42%	10	53%	1	5%
60172-111	Telecommunication Consultants	11,547	1,645	19	2,141	17	89%	2	11%	0	NA
50539-000	Refrigerator Repair	11,423	1,655	19	2,141	6	32%	11	58%	2	11%
85349-100	Deck Cleaning	10,299	1,745	19	2,141	13	68%	6	32%	0	NA
50081-000	Boat Covers	9,991	1,779	19	2,141	13	68%	6	32%	0	NA
50314-000	Beveled Glass	9,914	1,785	19	2,141	12	63%	7	37%	0	NA
60783-260	Insurance Adjuster	9,131	1,852	19	2,141	17	89%	2	11%	0	NA
60970-100	Surgeons	8,639	1,905	19	2,141	10	53%	9	47%	0	NA
80281-000	Fabric Manufacturers	7,185	2,077	19	2,141	12	63%	5	26%	2	11%
60625-000	Record Storage	6,559	2,161	19	2,141	8	42%	10	53%	1	5%
30714-000	Industrial Trucks	6,406	2,191	19	2,141	5	26%	9	47%	5	26%
85280-000	Pet Containment System	6,100	2,242	19	2,141	11	58%	8	42%	0	NA
50683-000	Truck Caps	6,066	2,250	19	2,141	10	53%	8	42%	1	5%
50286-000	Fur	5,808	2,297	19	2,141	9	47%	9	47%	1	5%
70545-100	Electrical Power System Backup Systems	5,441	2,337	19	2,141	11	58%	8	42%	0	NA
85308-100	Wedding Videographer	5,300	2,352	19	2,141	7	37%	8	42%	4	21%
80566-000	Wholesale Plants	5,162	2,373	19	2,141	5	26%	13	68%	1	5%
50631-000	Table Pads	4,830	2,440	19	2,141	19	100%	0	NA	0	NA
60650-300	Rodent Control	4,694	2,467	19	2,141	17	89%	2	11%	0	NA
50640-000	Tapestry	4,382	2,542	19	2,141	15	79%	3	16%	1	5%
50360-000	Invitations	4,345	2,553	19	2,141	10	53%	5	26%	4	21%
80671-000	Solar Energy Parts	4,072	2,606	19	2,141	7	37%	12	63%	0	NA
10177-105	Pergolas	4,031	2,617	19	2,141	8	42%	11	58%	0	NA
60735-000	Recorded Information	3,303	2,821	19	2,141	11	58%	5	26%	3	16%
80050-100	Automation Systems	3,258	2,841	19	2,141	0	NA	19	100%	0	NA
50607-000	Sporting Goods Repair	2,981	2,931	19	2,141	8	42%	11	58%	0	NA
50097-000	Brake Equipment	2,845	2,968	19	2,141	9	47%	10	53%	0	NA
80781-020	Water Heater Rental	2,642	3,040	19	2,141	19	100%	0	NA	0	NA
80387-000	Humidifier	2,370	3,121	19	2,141	16	84%	3	16%	0	NA
60609-000	Newspaper Syndicates	2,242	3,171	19	2,141	18	95%	0	NA	1	5%
60309-102	Motorcycle Driving School	1,714	3,411	19	2,141	11	58%	8	42%	0	NA
70517-310	Pet Food	1,598	3,472	19	2,141	15	79%	4	21%	0	NA
55666-000	Skiing	1,366	3,637	19	2,141	17	89%	2	11%	0	NA
60185-000	Carpet and Rug Cleaning Equipment Rental	769	4,146	19	2,141	16	84%	3	16%	0	NA
60438-000	Holistic Health Practitioner	35,120	857	18	2,185	10	56%	8	44%	0	NA
85289-100	Debt Relief Service Referral	29,716	968	18	2,185	15	83%	2	11%	1	6%
60701-000	Political Organization	28,138	1,014	18	2,185	2	11%	16	89%	0	NA
60052-100	Arborist	27,402	1,032	18	2,185	8	44%	10	56%	0	NA
60094-100	Car Dent Repair	21,491	1,194	18	2,185	12	67%	6	33%	0	NA
65548-000	Medical Staffing	20,060	1,225	18	2,185	15	83%	3	17%	0	NA
30438-000	Ornamental Metal Work	14,987	1,447	18	2,185	14	78%	4	22%	0	NA
60716-000	Pump Service	14,860	1,454	18	2,185	11	61%	5	28%	2	11%
60305-000	Drafting Services	13,056	1,553	18	2,185	8	44%	10	56%	0	NA
60755-000	Restaurant Equipment Repair	11,529	1,646	18	2,185	10	56%	7	39%	1	6%
63000-000	Meat Sales	10,714	1,709	18	2,185	10	56%	6	33%	2	11%
90021-300	Charity - Children & Youth	10,494	1,725	18	2,185	11	61%	7	39%	0	NA
50653-000	Tents	10,069	1,768	18	2,185	7	39%	11	61%	0	NA
10058-400	Carpet Installation	9,953	1,782	18	2,185	8	44%	10	56%	0	NA
60033-000	Alcoholism Information	9,501	1,819	18	2,185	8	44%	10	56%	0	NA
44040-000	Engineering	9,409	1,829	18	2,185	6	33%	12	67%	0	NA
85284-000	Psychotherapist	8,761	1,886	18	2,185	15	83%	3	17%	0	NA
90016-000	Vanity Publisher	7,980	1,983	18	2,185	4	22%	14	78%	0	NA
80095-000	Wholesale Books	7,503	2,040	18	2,185	16	89%	2	11%	0	NA
89100-000	Brew Pub	6,622	2,151	18	2,185	9	50%	9	50%	0	NA
60921-000	Ventilation System Cleaning	6,403	2,194	18	2,185	3	17%	1	6%	14	78%
50275-100	Funeral Flowers	6,394	2,197	18	2,185	6	33%	11	61%	1	6%
70526-000	Boat Transportation	5,981	2,274	18	2,185	13	72%	4	22%	1	6%
60808-000	Skating Rink	5,958	2,277	18	2,185	11	61%	7	39%	0	NA
30432-000	Petroleum Oil	4,814	2,444	18	2,185	16	89%	2	11%	0	NA
87200-000	Writer	4,805	2,448	18	2,185	2	11%	16	89%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
80620-000	Book Orders	4,637	2,481	18	2,185	7	39%	9	50%	2	11%
80090-000	New Boiler	4,607	2,494	18	2,185	18	100%	0	NA	0	NA
50666-100	Woodworking Tools	4,419	2,539	18	2,185	12	67%	6	33%	0	NA
50188-000	Girdles	4,414	2,540	18	2,185	11	61%	7	39%	0	NA
44107-000	Publication	4,179	2,583	18	2,185	6	33%	11	61%	1	6%
60369-000	First Aid Instruction	4,021	2,622	18	2,185	17	94%	1	6%	0	NA
20047-120	Commercial Loans	3,808	2,675	18	2,185	3	17%	15	83%	0	NA
50225-000	Drapery and Curtain Fabrics Retail	3,745	2,686	18	2,185	6	33%	12	67%	0	NA
80224-000	Curtain Manufacturers	3,145	2,887	18	2,185	1	6%	17	94%	0	NA
00143-000	Hatchery	3,118	2,896	18	2,185	3	17%	9	50%	6	33%
50744-000	Yarn	2,749	3,005	18	2,185	5	28%	11	61%	2	11%
30196-000	Uniform Embroidery	2,726	3,011	18	2,185	4	22%	14	78%	0	NA
50544-100	Breakfast	2,656	3,036	18	2,185	4	22%	14	78%	0	NA
85349-110	Composite Decking	2,530	3,071	18	2,185	16	89%	2	11%	0	NA
90021-450	Charity - Education & Literacy	2,155	3,198	18	2,185	12	67%	5	28%	1	6%
60665-110	Neurologist	2,035	3,244	18	2,185	10	56%	8	44%	0	NA
50152-000	Chinese Food	1,857	3,337	18	2,185	5	28%	13	72%	0	NA
50214-000	Doll Houses	1,845	3,344	18	2,185	0	NA	18	100%	0	NA
50721-010	Water Sports	1,580	3,485	18	2,185	6	33%	12	67%	0	NA
64000-100	Electronic Design	1,385	3,623	18	2,185	4	22%	14	78%	0	NA
80545-200	Pen Manufacturers	878	4,039	18	2,185	14	78%	4	22%	0	NA
60571-000	Hotel Consultants	781	4,129	18	2,185	3	17%	15	83%	0	NA
81500-000	Tea Manufacturers	62,712	556	17	2,233	10	59%	7	41%	0	NA
60858-300	Tax Enrolled Agent	19,533	1,255	17	2,233	16	94%	1	6%	0	NA
20014-100	Foreign Currency Exchange Broker	18,022	1,303	17	2,233	7	41%	6	35%	4	24%
10059-100	Garage Floor	14,674	1,462	17	2,233	14	82%	3	18%	0	NA
70559-000	Irrigation Consultants	14,427	1,478	17	2,233	10	59%	7	41%	0	NA
80463-000	Material Handling Equipment	11,985	1,621	17	2,233	14	82%	3	18%	0	NA
10013-200	Tiny Houses	11,342	1,662	17	2,233	11	65%	6	35%	0	NA
60170-110	Business Development	9,655	1,800	17	2,233	4	24%	13	76%	0	NA
60864-000	Telephone Equipment Repair	9,647	1,802	17	2,233	7	41%	9	53%	1	6%
60886-000	Tool Rental	9,502	1,817	17	2,233	9	53%	8	47%	0	NA
60632-100	Garage Organizers	9,266	1,838	17	2,233	9	53%	8	47%	0	NA
61014-000	Treatment Centers	9,193	1,848	17	2,233	10	59%	7	41%	0	NA
30072-100	Camper Manufacturer	8,860	1,882	17	2,233	16	94%	1	6%	0	NA
80023-000	Aluminum	8,719	1,898	17	2,233	13	76%	4	24%	0	NA
10139-000	Skylights	8,475	1,930	17	2,233	12	71%	5	29%	0	NA
80325-000	Fruit Shippers	7,830	2,004	17	2,233	12	71%	5	29%	0	NA
10125-010	Roof Leak Repair	7,757	2,010	17	2,233	4	24%	13	76%	0	NA
70599-400	Irrigation Installation	7,695	2,018	17	2,233	10	59%	7	41%	0	NA
60910-100	Mobile Truck Repair	6,671	2,146	17	2,233	11	65%	6	35%	0	NA
50272-000	Flea Markets	6,278	2,210	17	2,233	4	24%	11	65%	2	12%
81000-610	Medical Marijuana Card	6,196	2,227	17	2,233	16	94%	1	6%	0	NA
60473-010	Domain Name Registrar	6,040	2,254	17	2,233	11	65%	6	35%	0	NA
30707-000	Tower	5,113	2,389	17	2,233	5	29%	12	71%	0	NA
50353-200	Ice Cream	4,765	2,456	17	2,233	8	47%	9	53%	0	NA
80300-000	Liquid Filters	4,561	2,505	17	2,233	7	41%	8	47%	2	12%
60108-100	Seat Covers	3,851	2,666	17	2,233	13	76%	4	24%	0	NA
60102-100	Car Leasing	3,587	2,736	17	2,233	14	82%	3	18%	0	NA
60257-100	Heavy Equipment Rental	3,567	2,741	17	2,233	9	53%	8	47%	0	NA
65665-000	Sports Medicine	3,333	2,809	17	2,233	7	41%	9	53%	1	6%
55527-000	Artists	2,822	2,978	17	2,233	8	47%	8	47%	1	6%
60380-000	Football Club	2,782	2,990	17	2,233	10	59%	7	41%	0	NA
60284-000	Party Decoration Contractors	2,742	3,006	17	2,233	2	12%	15	88%	0	NA
60094-200	Mobile Auto Painting	2,660	3,032	17	2,233	14	82%	3	18%	0	NA
60664-000	Physicians and Surgeons Information Bureaus	2,541	3,066	17	2,233	14	82%	3	18%	0	NA
80736-000	Tobacco Equipment	2,509	3,079	17	2,233	7	41%	10	59%	0	NA
50412-000	Map Dealers	2,480	3,090	17	2,233	7	41%	10	59%	0	NA
44137-000	Music Schools	1,970	3,277	17	2,233	12	71%	5	29%	0	NA
85300-000	Sky Diving	1,900	3,312	17	2,233	9	53%	8	47%	0	NA
60153-000	Excursion Boat	1,817	3,356	17	2,233	9	53%	8	47%	0	NA
60962-000	Industrial Radiography	1,760	3,387	17	2,233	3	18%	14	82%	0	NA
50688-000	Umbrella	1,420	3,595	17	2,233	4	24%	13	76%	0	NA
60376-010	Floral Design	1,357	3,642	17	2,233	8	47%	9	53%	0	NA
30228-000	Flag Manufacturers	1,356	3,645	17	2,233	17	100%	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	CmpIs Settled	%	CmpIs Not Settled	%	CmpIs Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
80278-000	Evaporating Apparatus	732	4,191	17	2,233	6	35%	11	65%	0	NA
50167-010	Coin Collecting Supplies	648	4,303	17	2,233	0	NA	0	NA	17	100%
60336-000	Civil Engineer	30,003	962	16	2,278	13	81%	3	19%	0	NA
80621-000	Sand	24,437	1,096	16	2,278	10	63%	6	38%	0	NA
10032-100	Concrete Leveling	22,932	1,140	16	2,278	12	75%	4	25%	0	NA
80409-000	Jewelry Buyers	18,542	1,283	16	2,278	10	63%	5	31%	1	6%
30009-000	Aluminum Fabrication	17,786	1,315	16	2,278	14	88%	2	13%	0	NA
10022-000	Carpet Layers	15,854	1,416	16	2,278	4	25%	12	75%	0	NA
85318-300	Finish Carpentry	15,650	1,422	16	2,278	3	19%	13	81%	0	NA
60365-000	Storm Damage Repair	15,335	1,435	16	2,278	11	69%	5	31%	0	NA
10173-000	Wheelchair Ramps	13,760	1,512	16	2,278	11	69%	5	31%	0	NA
73300-000	Business Credit Builder	11,842	1,629	16	2,278	5	31%	11	69%	0	NA
80674-000	Hot Tub Rental	11,258	1,669	16	2,278	11	69%	5	31%	0	NA
20036-000	Disability Insurance	10,740	1,707	16	2,278	15	94%	1	6%	0	NA
60825-000	Spiritualist	10,607	1,716	16	2,278	11	69%	4	25%	1	6%
60669-200	Ultrasound	10,521	1,724	16	2,278	7	44%	9	56%	0	NA
80195-000	Concrete Construction Forms	10,223	1,753	16	2,278	8	50%	8	50%	0	NA
60345-000	Entertainment Bureau	9,421	1,827	16	2,278	9	56%	7	44%	0	NA
70507-000	Flight School	8,719	1,898	16	2,278	4	25%	10	63%	2	13%
85330-000	Sports Bar	8,575	1,912	16	2,278	5	31%	11	69%	0	NA
85084-000	Wholesale Beverages	7,924	1,993	16	2,278	9	56%	7	44%	0	NA
80046-000	Auto Equipment Manufacturers	7,610	2,030	16	2,278	2	13%	14	88%	0	NA
60919-000	Van Conversions	7,310	2,061	16	2,278	9	56%	7	44%	0	NA
80190-100	Air Compressors	7,268	2,067	16	2,278	7	44%	9	56%	0	NA
72600-000	Property Tax Lenders	5,456	2,336	16	2,278	14	88%	0	NA	2	13%
60969-000	Zoo and Aquarium	4,767	2,454	16	2,278	12	75%	4	25%	0	NA
60286-000	Dental Hygienist	4,582	2,501	16	2,278	10	63%	6	38%	0	NA
30034-000	Baking Supplies	4,559	2,507	16	2,278	7	44%	8	50%	1	6%
80316-000	Wholesale Florist	4,373	2,545	16	2,278	6	38%	10	63%	0	NA
60860-000	Teacher Agency	4,097	2,600	16	2,278	7	44%	9	56%	0	NA
50751-020	Wheelchair Accessible Vehicles	3,943	2,644	16	2,278	14	88%	2	13%	0	NA
00222-200	Veterinary Internal Medicine	3,708	2,690	16	2,278	14	88%	2	13%	0	NA
50292-000	Unfinished Furniture	3,662	2,706	16	2,278	4	25%	12	75%	0	NA
55532-000	Shower	3,653	2,710	16	2,278	1	6%	15	94%	0	NA
50419-100	Futon Sales	3,473	2,776	16	2,278	16	100%	0	NA	0	NA
85352-000	Maxillofacial	3,350	2,807	16	2,278	7	44%	9	56%	0	NA
50751-000	Vehicle Sales Manufacturing Companies	2,974	2,934	16	2,278	13	81%	3	19%	0	NA
20053-210	Asset Based Lending	2,777	2,996	16	2,278	1	6%	15	94%	0	NA
90010-000	Pyramid Companies	2,570	3,059	16	2,278	3	19%	13	81%	0	NA
50221-600	Rolling Doors	2,301	3,143	16	2,278	6	38%	10	63%	0	NA
80274-000	Wholesale Energy Conservation Products	2,032	3,246	16	2,278	0	NA	16	100%	0	NA
50570-100	Sewing Machine Supplies	1,639	3,450	16	2,278	16	100%	0	NA	0	NA
60309-112	Motorcycle Helmets	1,506	3,538	16	2,278	8	50%	8	50%	0	NA
60638-000	Parcel Post Assembly Service	1,450	3,572	16	2,278	8	50%	8	50%	0	NA
10095-200	Commercial Painting Contractors	29,274	982	15	2,320	11	73%	4	27%	0	NA
60172-105	Planning Consultants	28,228	1,011	15	2,320	5	33%	10	67%	0	NA
60009-000	Adoption Agencies	24,220	1,104	15	2,320	9	60%	6	40%	0	NA
60923-200	Veterans Benefits	19,885	1,235	15	2,320	13	87%	2	13%	0	NA
85311-000	Crawl Space Contractors	18,491	1,286	15	2,320	9	60%	6	40%	0	NA
00103-000	Agricultural Services	16,090	1,399	15	2,320	13	87%	2	13%	0	NA
60964-000	Yacht Broker	13,992	1,501	15	2,320	10	67%	5	33%	0	NA
50785-000	Landscape Lighting	11,332	1,663	15	2,320	9	60%	6	40%	0	NA
50191-100	Countertop Fabrication	11,015	1,689	15	2,320	8	53%	7	47%	0	NA
50569-000	Sewing Machine Repair	9,586	1,808	15	2,320	7	47%	8	53%	0	NA
60644-000	Patent Agent	8,857	1,883	15	2,320	7	47%	7	47%	1	7%
80786-000	Welding Supplies	8,751	1,890	15	2,320	9	60%	6	40%	0	NA
60532-000	Management Training	8,746	1,892	15	2,320	15	100%	0	NA	0	NA
10099-500	Patio Contractor	8,517	1,918	15	2,320	11	73%	4	27%	0	NA
50492-000	Piano	8,350	1,940	15	2,320	8	53%	7	47%	0	NA
30614-100	Neon Signs	7,845	2,001	15	2,320	9	60%	2	13%	4	27%
80326-000	Wholesale Fruits and Vegetables	7,721	2,014	15	2,320	3	20%	12	80%	0	NA
30478-000	Petroleum	7,696	2,017	15	2,320	6	40%	9	60%	0	NA
60069-000	Assembly Services	7,632	2,027	15	2,320	10	67%	5	33%	0	NA
65077-000	Bankruptcy Assistance	7,275	2,065	15	2,320	5	33%	8	53%	2	13%
60821-000	Speech Pathologist	7,139	2,088	15	2,320	15	100%	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60592-000	Moving Equipment Rental	6,929	2,111	15	2,320	4	27%	11	73%	0	NA
60873-000	Tent Rentals	6,281	2,209	15	2,320	8	53%	7	47%	0	NA
60903-000	Truck Transmission	5,994	2,270	15	2,320	11	73%	4	27%	0	NA
50305-100	Gas Power Equipment	5,689	2,307	15	2,320	14	93%	1	7%	0	NA
50786-000	Wildlife Shop	5,418	2,340	15	2,320	10	67%	3	20%	2	13%
30162-000	Display Fixtures	4,991	2,416	15	2,320	7	47%	8	53%	0	NA
60124-000	Barber School	4,900	2,431	15	2,320	9	60%	6	40%	0	NA
44065-000	Hunting	4,693	2,468	15	2,320	8	53%	7	47%	0	NA
70589-000	RV Storage	4,634	2,483	15	2,320	3	20%	12	80%	0	NA
61076-000	Office Supplies Sales by Phone	4,087	2,602	15	2,320	15	100%	0	NA	0	NA
44025-100	Customer Relationship Management	4,065	2,609	15	2,320	10	67%	5	33%	0	NA
50518-000	Quilting Supplies	4,041	2,615	15	2,320	13	87%	2	13%	0	NA
44012-000	Bathroom	4,028	2,621	15	2,320	13	87%	2	13%	0	NA
10060-000	Raised Floor	3,681	2,698	15	2,320	10	67%	1	7%	4	27%
70571-500	Furniture Mover	3,670	2,701	15	2,320	5	33%	8	53%	2	13%
00105-000	Zoo Animals	3,668	2,702	15	2,320	9	60%	6	40%	0	NA
60677-000	Oncology	3,598	2,731	15	2,320	10	67%	5	33%	0	NA
10177-103	Arbors	3,518	2,754	15	2,320	9	60%	6	40%	0	NA
81000-500	Marijuana Accessories	3,234	2,850	15	2,320	10	67%	5	33%	0	NA
50517-000	Quilting	3,123	2,895	15	2,320	4	27%	11	73%	0	NA
50190-100	Costume Accessories	2,988	2,928	15	2,320	3	20%	12	80%	0	NA
60872-000	Tennis Lessons	2,809	2,981	15	2,320	15	100%	0	NA	0	NA
65345-000	Fan Club	2,773	2,998	15	2,320	7	47%	8	53%	0	NA
60715-000	Publicity Service	2,672	3,029	15	2,320	12	80%	3	20%	0	NA
60398-000	Lawn Equipment Rental	2,572	3,057	15	2,320	3	20%	12	80%	0	NA
60927-010	Arcade	2,556	3,063	15	2,320	6	40%	8	53%	1	7%
80228-100	Milk Distributors	1,906	3,309	15	2,320	2	13%	13	87%	0	NA
70557-000	Heating Supply	1,812	3,357	15	2,320	9	60%	6	40%	0	NA
60925-000	Video Game Rental	1,666	3,434	15	2,320	8	53%	7	47%	0	NA
72250-000	Escape Room	1,651	3,440	15	2,320	10	67%	3	20%	2	13%
30439-000	Baking Oven	1,580	3,485	15	2,320	5	33%	10	67%	0	NA
60446-000	Hostel	955	3,973	15	2,320	8	53%	6	40%	1	7%
50356-000	Writing Ink	369	4,734	15	2,320	10	67%	5	33%	0	NA
85335-000	Secret Shopper	29,462	977	14	2,374	6	43%	7	50%	1	7%
30604-000	Sheet Metal Fabrication	29,027	990	14	2,374	10	71%	4	29%	0	NA
60935-100	Dryer Vent Cleaning	23,065	1,133	14	2,374	4	29%	10	71%	0	NA
60339-000	Structural Engineer	22,950	1,139	14	2,374	11	79%	3	21%	0	NA
61026-000	Radon Testing	18,347	1,290	14	2,374	5	36%	9	64%	0	NA
00153-200	Pet Kennels	15,040	1,444	14	2,374	6	43%	8	57%	0	NA
30583-000	Sawmill	11,933	1,624	14	2,374	3	21%	11	79%	0	NA
85365-000	Environmental Testing	11,448	1,653	14	2,374	13	93%	1	7%	0	NA
80697-000	Stone Setting	10,405	1,732	14	2,374	6	43%	8	57%	0	NA
50101-000	Concrete Bricks	10,274	1,748	14	2,374	5	36%	9	64%	0	NA
50737-700	Hurricane Shutters	9,588	1,807	14	2,374	11	79%	3	21%	0	NA
50244-100	Exercise Equipment Repair	9,254	1,841	14	2,374	10	71%	4	29%	0	NA
30024-100	Specialty Auto Manufacturers	9,249	1,843	14	2,374	9	64%	5	36%	0	NA
60830-000	Stables	8,940	1,868	14	2,374	7	50%	7	50%	0	NA
60387-000	Fundraising Supplies	8,500	1,924	14	2,374	7	50%	6	43%	1	7%
80419-000	Lab Equipment	8,368	1,936	14	2,374	7	50%	7	50%	0	NA
60570-000	Modeling Schools	8,028	1,972	14	2,374	3	21%	10	71%	1	7%
60328-300	Virtual Assistant Employment	7,957	1,987	14	2,374	7	50%	7	50%	0	NA
00204-000	Ranches	7,572	2,032	14	2,374	7	50%	6	43%	1	7%
60929-100	CD Duplication	7,219	2,073	14	2,374	12	86%	2	14%	0	NA
60898-000	Trailer Hitches	6,961	2,108	14	2,374	7	50%	7	50%	0	NA
50132-010	Mobile Car Wash	6,879	2,120	14	2,374	10	71%	4	29%	0	NA
50283-000	Fuel Economizer	6,837	2,124	14	2,374	4	29%	10	71%	0	NA
80601-000	Refrigeration Equipment	6,456	2,182	14	2,374	9	64%	4	29%	1	7%
20037-000	Liability Insurance	6,270	2,213	14	2,374	10	71%	4	29%	0	NA
30221-000	Filtering Materials	5,930	2,280	14	2,374	11	79%	3	21%	0	NA
30076-000	Wholesale Candy	5,641	2,314	14	2,374	6	43%	8	57%	0	NA
80398-100	Industrial Equipment	5,400	2,342	14	2,374	5	36%	9	64%	0	NA
80364-130	Hair Ornaments	5,145	2,378	14	2,374	13	93%	1	7%	0	NA
10032-102	Concrete Repair	4,816	2,442	14	2,374	5	36%	9	64%	0	NA
60751-000	Home Sales	4,703	2,466	14	2,374	7	50%	7	50%	0	NA
60340-000	Fuel Injection Services	4,463	2,528	14	2,374	11	79%	3	21%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
70514-000	Airport	4,427	2,536	14	2,374	5	36%	9	64%	0	NA
80445-000	Locksmith Supplies	3,984	2,635	14	2,374	6	43%	8	57%	0	NA
85292-100	Scooter Repair	3,611	2,722	14	2,374	2	14%	12	86%	0	NA
80382-000	Honey	3,556	2,742	14	2,374	8	57%	6	43%	0	NA
80275-000	Engineering Equipment	3,452	2,781	14	2,374	11	79%	3	21%	0	NA
55628-000	Eye Surgery	3,030	2,915	14	2,374	10	71%	4	29%	0	NA
50031-000	Audio Visual Equipment Supplies	2,825	2,977	14	2,374	6	43%	8	57%	0	NA
30061-000	Brewing Supplies	2,679	3,027	14	2,374	9	64%	2	14%	3	21%
50211-000	Diver Supply	2,659	3,033	14	2,374	7	50%	7	50%	0	NA
80446-000	Lock Manufacturers	2,279	3,154	14	2,374	8	57%	6	43%	0	NA
44083-000	Marine Supplies	2,254	3,167	14	2,374	8	57%	6	43%	0	NA
30426-000	Oil Refinery	1,907	3,308	14	2,374	7	50%	7	50%	0	NA
80549-000	Wholesale Photography Equipment	1,533	3,521	14	2,374	9	64%	5	36%	0	NA
30007-100	Drone Manufacturers	1,469	3,553	14	2,374	12	86%	2	14%	0	NA
30619-000	Goldsmith	1,448	3,574	14	2,374	5	36%	9	64%	0	NA
90024-000	Lottery	1,386	3,621	14	2,374	14	100%	0	NA	0	NA
80340-000	Gears	1,318	3,669	14	2,374	1	7%	13	93%	0	NA
61092-000	Orchestra	1,217	3,755	14	2,374	5	36%	9	64%	0	NA
50212-010	Scuba Diving	1,133	3,811	14	2,374	7	50%	7	50%	0	NA
80587-100	Projector Screen	327	4,824	14	2,374	3	21%	11	79%	0	NA
60118-000	Badminton Court	93	5,512	14	2,374	2	14%	12	86%	0	NA
10126-100	Framing Contractors	41,203	758	13	2,427	5	38%	8	62%	0	NA
60346-000	Ecological Services	32,635	909	13	2,427	5	38%	8	62%	0	NA
30382-000	Meat Packers	17,360	1,343	13	2,427	3	23%	10	77%	0	NA
70559-100	Irrigation Design	15,282	1,436	13	2,427	6	46%	7	54%	0	NA
80406-000	Janitor Supplies	14,369	1,480	13	2,427	12	92%	1	8%	0	NA
66005-000	Clean Up Services	12,714	1,575	13	2,427	6	46%	7	54%	0	NA
25045-200	House Flipping	12,212	1,603	13	2,427	6	46%	6	46%	1	8%
30554-000	Railing	11,472	1,649	13	2,427	5	38%	6	46%	2	15%
66000-000	Appraisal Management	10,691	1,711	13	2,427	7	54%	6	46%	0	NA
60771-000	Sales Promotion Services	10,454	1,730	13	2,427	8	62%	3	23%	2	15%
10072-000	Greenhouse	10,187	1,757	13	2,427	6	46%	7	54%	0	NA
80388-000	Hydraulic Equipment	10,153	1,761	13	2,427	8	62%	5	38%	0	NA
30111-100	Powder Coating	10,012	1,776	13	2,427	4	31%	9	69%	0	NA
50737-300	Vinyl Windows	9,298	1,836	13	2,427	10	77%	3	23%	0	NA
60990-010	Windshield Replacement	9,280	1,837	13	2,427	6	46%	6	46%	1	8%
10067-000	Stained Glass	9,215	1,846	13	2,427	3	23%	9	69%	1	8%
60649-000	Personnel Consultants	8,909	1,876	13	2,427	10	77%	3	23%	0	NA
65700-000	Boating Club	8,703	1,901	13	2,427	11	85%	2	15%	0	NA
80019-000	Airplane Parts	8,078	1,967	13	2,427	4	31%	9	69%	0	NA
60189-000	Caskets	8,021	1,973	13	2,427	9	69%	1	8%	3	23%
60035-000	Alternator Repair	7,134	2,090	13	2,427	4	31%	6	46%	3	23%
70527-100	Boat Lifts	7,099	2,093	13	2,427	8	62%	5	38%	0	NA
00153-101	Horse Boarding	7,056	2,096	13	2,427	6	46%	7	54%	0	NA
50040-100	Co-Op Car Dealers	6,633	2,148	13	2,427	9	69%	4	31%	0	NA
60367-300	Fire Clean Up	6,524	2,168	13	2,427	7	54%	6	46%	0	NA
80536-000	Wholesale Paint	6,448	2,183	13	2,427	10	77%	2	15%	1	8%
80706-000	Surgical Instruments	5,994	2,270	13	2,427	3	23%	10	77%	0	NA
55433-000	Modular Home Foundation	5,562	2,323	13	2,427	7	54%	6	46%	0	NA
10152-100	Pool Cover Service	5,469	2,335	13	2,427	9	69%	4	31%	0	NA
80055-000	Wholesale Bakers	5,229	2,361	13	2,427	9	69%	4	31%	0	NA
44085-000	Memorabilia	5,011	2,411	13	2,427	9	69%	4	31%	0	NA
10074-000	Hand Painting	4,376	2,543	13	2,427	6	46%	7	54%	0	NA
30730-000	Veterinary Supplies	3,937	2,645	13	2,427	12	92%	1	8%	0	NA
60601-000	Musicians	3,864	2,661	13	2,427	4	31%	9	69%	0	NA
60172-106	Dental Management Consultants	3,748	2,685	13	2,427	12	92%	1	8%	0	NA
60324-000	Electronic Development	3,657	2,708	13	2,427	2	15%	11	85%	0	NA
80468-100	Personal Emergency Response System	3,629	2,717	13	2,427	5	38%	8	62%	0	NA
30695-000	Tile Manufacturers	3,537	2,750	13	2,427	9	69%	4	31%	0	NA
80041-300	Rebuilt Auto Parts	3,489	2,766	13	2,427	6	46%	7	54%	0	NA
90031-000	Charity - National	3,380	2,800	13	2,427	11	85%	2	15%	0	NA
00172-000	Mushrooms	3,186	2,874	13	2,427	10	77%	3	23%	0	NA
50369-000	Karaoke	2,868	2,961	13	2,427	8	62%	5	38%	0	NA
50366-000	Jeans	2,858	2,965	13	2,427	6	46%	6	46%	1	8%
60780-200	Montessori School	2,830	2,975	13	2,427	9	69%	4	31%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
44048-000	Film Industry	2,571	3,058	13	2,427	5	38%	6	46%	2	15%
60060-010	Art Dealers	2,356	3,129	13	2,427	7	54%	6	46%	0	NA
85324-000	Office Ergonomics	2,258	3,162	13	2,427	7	54%	6	46%	0	NA
30446-000	Paint Manufacturing Materials	2,198	3,186	13	2,427	11	85%	2	15%	0	NA
60624-100	Executive Suites	2,147	3,200	13	2,427	6	46%	6	46%	1	8%
70592-020	Trash Can Cleaning Service	2,062	3,231	13	2,427	3	23%	10	77%	0	NA
60784-000	General Interest Schools	1,944	3,292	13	2,427	1	8%	12	92%	0	NA
60540-300	Individual Counselors	1,897	3,314	13	2,427	13	100%	0	NA	0	NA
44096-000	Personalization	1,728	3,401	13	2,427	2	15%	11	85%	0	NA
86500-000	Composter	1,631	3,455	13	2,427	1	8%	12	92%	0	NA
50730-100	Wedding Cakes	1,565	3,499	13	2,427	4	31%	9	69%	0	NA
60534-000	Manicures	1,494	3,545	13	2,427	6	46%	7	54%	0	NA
80835-150	Durable Medical Equipment	1,389	3,619	13	2,427	5	38%	6	46%	2	15%
80604-000	Respirator	1,355	3,648	13	2,427	3	23%	10	77%	0	NA
60215-100	Mobile Dry Cleaning	1,093	3,844	13	2,427	5	38%	8	62%	0	NA
60854-010	Tattoo Supplies	811	4,104	13	2,427	9	69%	4	31%	0	NA
10005-000	Asbestos Removal	44,747	720	12	2,487	6	50%	6	50%	0	NA
30357-000	Loggng Companies	29,261	983	12	2,487	4	33%	8	67%	0	NA
80269-000	Electric Motor Repair	16,923	1,368	12	2,487	8	67%	4	33%	0	NA
60745-000	Religious Organizations	14,259	1,483	12	2,487	5	42%	7	58%	0	NA
60527-200	Mold Inspection	12,767	1,572	12	2,487	8	67%	4	33%	0	NA
85272-100	Managed Service Provider	11,961	1,622	12	2,487	11	92%	1	8%	0	NA
60270-000	Cremation Urns	8,752	1,889	12	2,487	11	92%	1	8%	0	NA
50495-000	Picture Frame Dealers	8,511	1,920	12	2,487	7	58%	5	42%	0	NA
60971-106	Medical Case Management	7,650	2,024	12	2,487	9	75%	3	25%	0	NA
10034-000	Construction Estimate	7,538	2,036	12	2,487	5	42%	7	58%	0	NA
20023-000	Fire Insurance	7,329	2,059	12	2,487	7	58%	5	42%	0	NA
50645-000	Disability Telecommunications Equipment	7,183	2,079	12	2,487	10	83%	2	17%	0	NA
10167-000	Water Heater Repair	7,118	2,092	12	2,487	5	42%	5	42%	2	17%
10064-000	Gazebo	6,902	2,114	12	2,487	4	33%	8	67%	0	NA
80517-000	Oil Burners	6,530	2,167	12	2,487	12	100%	0	NA	0	NA
10073-400	Gutter Installation	6,476	2,179	12	2,487	7	58%	5	42%	0	NA
60346-010	Environmental Services	6,460	2,180	12	2,487	6	50%	6	50%	0	NA
44131-000	Trucks	6,442	2,186	12	2,487	8	67%	4	33%	0	NA
90017-000	Prize Promotions	6,251	2,221	12	2,487	1	8%	10	83%	1	8%
60289-101	Periodontist	6,059	2,251	12	2,487	7	58%	5	42%	0	NA
30582-100	Wood Shavings	5,810	2,296	12	2,487	12	100%	0	NA	0	NA
85323-100	Disaster Cleanup	5,518	2,330	12	2,487	7	58%	4	33%	1	8%
20023-200	Fire Emergency	5,255	2,359	12	2,487	11	92%	1	8%	0	NA
60452-000	Human Service Organizations	5,072	2,398	12	2,487	10	83%	2	17%	0	NA
00159-000	Livestock Breeding	4,811	2,446	12	2,487	12	100%	0	NA	0	NA
60351-000	Eviction	4,773	2,452	12	2,487	7	58%	5	42%	0	NA
60062-000	Art Schools	4,536	2,511	12	2,487	9	75%	3	25%	0	NA
65664-000	Endocrinologist	4,231	2,573	12	2,487	8	67%	4	33%	0	NA
80345-000	Wholesale Giftware	4,130	2,591	12	2,487	8	67%	4	33%	0	NA
80793-000	Wholesale Wine	4,088	2,601	12	2,487	6	50%	6	50%	0	NA
50600-000	Souvenirs Retail	4,031	2,617	12	2,487	8	67%	4	33%	0	NA
80645-000	Shipping Room Supplies	4,030	2,619	12	2,487	2	17%	10	83%	0	NA
85266-200	Pool Tables	3,847	2,667	12	2,487	6	50%	5	42%	1	8%
30768-000	Environmental Organizations	3,814	2,672	12	2,487	12	100%	0	NA	0	NA
60484-000	Labor Organizations	3,664	2,705	12	2,487	1	8%	11	92%	0	NA
80339-000	Wholesale Gasoline	3,511	2,755	12	2,487	8	67%	2	17%	2	17%
50526-000	Radiotelephone Equipment	3,428	2,788	12	2,487	1	8%	10	83%	1	8%
80208-000	Wholesale Toiletries	3,244	2,845	12	2,487	9	75%	3	25%	0	NA
60597-000	Music Composer	3,208	2,863	12	2,487	4	33%	8	67%	0	NA
60382-000	Charity Foundations	3,172	2,877	12	2,487	10	83%	2	17%	0	NA
50183-200	Auto Consignment	2,924	2,946	12	2,487	0	NA	12	100%	0	NA
80152-000	Orthopedic Chairs	2,839	2,971	12	2,487	3	25%	9	75%	0	NA
80424-110	Landscape Curbing	2,790	2,988	12	2,487	7	58%	5	42%	0	NA
50416-000	Martial Arts Supplies	2,586	3,050	12	2,487	6	50%	6	50%	0	NA
80358-000	Greeting Card Manufacturers	2,255	3,164	12	2,487	11	92%	1	8%	0	NA
50304-100	Propane Gas Plumbing	2,172	3,191	12	2,487	7	58%	5	42%	0	NA
44075-000	Kitchen	2,144	3,201	12	2,487	8	67%	4	33%	0	NA
63300-200	Driveway Repair	2,037	3,242	12	2,487	3	25%	9	75%	0	NA
30510-000	Playing Cards	1,959	3,281	12	2,487	3	25%	6	50%	3	25%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
55514-000	Bottles	1,957	3,283	12	2,487	8	67%	4	33%	0	NA
80497-000	Wholesale Musical Instruments	1,947	3,290	12	2,487	8	67%	4	33%	0	NA
44008-000	Art and Culture	1,811	3,358	12	2,487	5	42%	7	58%	0	NA
60707-000	Programmed Instruction	1,737	3,397	12	2,487	3	25%	9	75%	0	NA
60971-010	Direct Primary Care	1,477	3,550	12	2,487	5	42%	7	58%	0	NA
70616-000	Teleconference	1,472	3,551	12	2,487	2	17%	10	83%	0	NA
60447-100	Guest Ranch	1,460	3,564	12	2,487	2	17%	9	75%	1	8%
80587-000	Projector	1,412	3,602	12	2,487	2	17%	10	83%	0	NA
61081-000	Infomercial	1,399	3,613	12	2,487	0	NA	11	92%	1	8%
50660-000	Toilet Seats	1,343	3,658	12	2,487	9	75%	3	25%	0	NA
10148-000	Store Front	1,132	3,814	12	2,487	3	25%	9	75%	0	NA
60518-100	Healthcare Linen Services	1,108	3,832	12	2,487	1	8%	11	92%	0	NA
55646-000	Campers	1,073	3,863	12	2,487	9	75%	3	25%	0	NA
44071-000	Instruction	1,034	3,907	12	2,487	2	17%	10	83%	0	NA
20027-040	GAP Insurance	719	4,212	12	2,487	12	100%	0	NA	0	NA
20047-020	SBA Loans	437	4,607	12	2,487	2	17%	10	83%	0	NA
60960-000	Word Processing Services	370	4,731	12	2,487	1	8%	11	92%	0	NA
60249-100	Concert Performers	323	4,830	12	2,487	3	25%	9	75%	0	NA
50151-000	Glassware	19,283	1,260	11	2,554	7	64%	4	36%	0	NA
80266-000	Wholesale Electric Supplies	17,236	1,351	11	2,554	8	73%	3	27%	0	NA
00171-000	Mud Jacking Contractors	17,049	1,362	11	2,554	8	73%	3	27%	0	NA
10107-000	Pipe Line Contractors	16,588	1,380	11	2,554	7	64%	4	36%	0	NA
30502-000	Wholesale Plastic Products	13,855	1,507	11	2,554	6	55%	4	36%	1	9%
10169-100	Water Well Pumps	13,695	1,514	11	2,554	7	64%	4	36%	0	NA
60442-000	Homeopath	12,270	1,601	11	2,554	10	91%	1	9%	0	NA
00194-000	Pet Cemetery	10,726	1,708	11	2,554	10	91%	1	9%	0	NA
65027-100	Mold Testing	10,355	1,741	11	2,554	9	82%	2	18%	0	NA
30764-100	Air Quality Services	9,806	1,788	11	2,554	8	73%	3	27%	0	NA
10182-100	Geothermal Heat Pump	9,697	1,798	11	2,554	9	82%	2	18%	0	NA
60899-000	Trailer Leasing	8,729	1,896	11	2,554	4	36%	6	55%	1	9%
85257-000	Foreclosure Help	8,495	1,926	11	2,554	6	55%	3	27%	2	18%
60951-000	Wheel Alignment	8,133	1,961	11	2,554	6	55%	5	45%	0	NA
50670-000	Topsoil	8,001	1,979	11	2,554	9	82%	2	18%	0	NA
65749-000	Transcription Services	7,976	1,985	11	2,554	5	45%	5	45%	1	9%
30508-000	Plating	7,706	2,016	11	2,554	7	64%	3	27%	1	9%
10058-600	Floor Refinishing	7,568	2,033	11	2,554	7	64%	4	36%	0	NA
30220-000	Fiber Optics	7,355	2,055	11	2,554	6	55%	4	36%	1	9%
00147-000	Horse Training	6,929	2,111	11	2,554	6	55%	5	45%	0	NA
50583-000	Shopping Mall	6,777	2,129	11	2,554	4	36%	7	64%	0	NA
50625-000	Surfboard	6,633	2,148	11	2,554	3	27%	8	73%	0	NA
10163-100	Utility Installation	6,163	2,234	11	2,554	8	73%	3	27%	0	NA
50352-000	Ice	6,085	2,247	11	2,554	4	36%	6	55%	1	9%
33000-000	Transitional Housing	5,690	2,306	11	2,554	9	82%	2	18%	0	NA
30289-100	Horse Equipment	5,664	2,310	11	2,554	8	73%	3	27%	0	NA
30224-000	Fireworks	5,623	2,317	11	2,554	5	45%	6	55%	0	NA
60111-000	Car Upholstery Cleaning	5,437	2,338	11	2,554	6	55%	5	45%	0	NA
50702-000	Vending Machine Supplies	5,200	2,367	11	2,554	6	55%	5	45%	0	NA
50705-000	Vertical Blinds	5,012	2,410	11	2,554	5	45%	6	55%	0	NA
50070-000	Beer and Ale	4,943	2,424	11	2,554	7	64%	4	36%	0	NA
50163-000	Cocktail Bar	4,746	2,458	11	2,554	2	18%	9	82%	0	NA
80415-000	Junk Dealers	4,471	2,523	11	2,554	6	55%	5	45%	0	NA
30556-000	Range Hoods	4,029	2,620	11	2,554	11	100%	0	NA	0	NA
85376-000	Two Way Radios	4,011	2,625	11	2,554	7	64%	4	36%	0	NA
44070-000	Inspection	3,619	2,719	11	2,554	3	27%	8	73%	0	NA
50264-000	Fishermens Supplies	3,544	2,749	11	2,554	2	18%	4	36%	5	45%
60891-100	Heavy Equipment Towing	3,265	2,839	11	2,554	7	64%	4	36%	0	NA
50167-100	Numismatics	3,027	2,917	11	2,554	10	91%	1	9%	0	NA
85369-000	Dance Apparel	3,003	2,922	11	2,554	7	64%	4	36%	0	NA
60663-000	Photography Schools	2,904	2,952	11	2,554	8	73%	3	27%	0	NA
30289-110	Horse Supplies	2,791	2,987	11	2,554	9	82%	2	18%	0	NA
50135-000	Carpet Pads	2,689	3,025	11	2,554	1	9%	10	91%	0	NA
80577-000	Portfolios	2,562	3,062	11	2,554	11	100%	0	NA	0	NA
20069-000	Stock Exchange	2,515	3,077	11	2,554	4	36%	6	55%	1	9%
50212-000	Diving Lessons	2,447	3,098	11	2,554	8	73%	3	27%	0	NA
55027-100	Picture Framing	2,391	3,114	11	2,554	5	45%	6	55%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
70631-000	Transit Line	2,305	3,142	11	2,554	8	73%	3	27%	0	NA
60598-000	On Hold Music	2,275	3,157	11	2,554	9	82%	2	18%	0	NA
60893-100	Exhibit Design	2,272	3,158	11	2,554	6	55%	5	45%	0	NA
90021-100	Charity - Arts & Culture	2,177	3,190	11	2,554	9	82%	2	18%	0	NA
50652-000	Tennis Equipment	2,116	3,208	11	2,554	4	36%	7	64%	0	NA
30005-000	Air Fragrance	2,094	3,216	11	2,554	9	82%	2	18%	0	NA
50113-200	Moving Portable Buildings	2,079	3,224	11	2,554	2	18%	9	82%	0	NA
60489-000	Veterinary Laboratory	2,028	3,247	11	2,554	10	91%	1	9%	0	NA
30134-100	Misting System	2,013	3,258	11	2,554	11	100%	0	NA	0	NA
80789-100	Wheel Repair	1,872	3,325	11	2,554	7	64%	4	36%	0	NA
80402-020	Residential Interior Design	1,575	3,494	11	2,554	4	36%	7	64%	0	NA
30706-000	Towel Wholesale	1,516	3,532	11	2,554	6	55%	4	36%	1	9%
70583-100	Broadcast Companies	1,488	3,547	11	2,554	3	27%	7	64%	1	9%
30535-100	Printing Technician	1,429	3,587	11	2,554	0	NA	11	100%	0	NA
80384-000	Hosiery Manufacturers	1,335	3,663	11	2,554	11	100%	0	NA	0	NA
50312-000	Girls Apparel	1,311	3,677	11	2,554	1	9%	9	82%	1	9%
00137-000	Game Birds	1,250	3,721	11	2,554	3	27%	8	73%	0	NA
50341-200	Model Supplies	1,243	3,730	11	2,554	3	27%	8	73%	0	NA
00156-100	Artificial Landscape Rocks	1,162	3,795	11	2,554	0	NA	11	100%	0	NA
60983-000	Online Photography Sales	1,145	3,805	11	2,554	7	64%	4	36%	0	NA
60725-000	Radio Producer	1,071	3,870	11	2,554	0	NA	11	100%	0	NA
60607-000	Navigation Consultants	1,009	3,932	11	2,554	11	100%	0	NA	0	NA
50572-000	Scissors	964	3,963	11	2,554	10	91%	1	9%	0	NA
10063-100	Carbon Monoxide Detector	929	3,990	11	2,554	11	100%	0	NA	0	NA
80446-100	Wholesale Locks	925	3,995	11	2,554	0	NA	11	100%	0	NA
55626-000	Oils	904	4,015	11	2,554	7	64%	4	36%	0	NA
55682-000	Drapery	747	4,173	11	2,554	2	18%	9	82%	0	NA
30603-100	Sheet Metal Supplies	634	4,317	11	2,554	3	27%	8	73%	0	NA
60522-010	Car Locksmith	615	4,339	11	2,554	1	9%	10	91%	0	NA
80666-000	Soda Fountain Supplies	367	4,738	11	2,554	11	100%	0	NA	0	NA
80757-000	Typewriter	345	4,790	11	2,554	9	82%	2	18%	0	NA
55552-000	Lamps	341	4,798	11	2,554	3	27%	8	73%	0	NA
30697-000	Time Lock	309	4,855	11	2,554	5	45%	6	55%	0	NA
90021-001	Charity - American Indian	139	5,318	11	2,554	11	100%	0	NA	0	NA
85345-100	Disabled Persons Assistance	32,243	916	10	2,635	7	70%	3	30%	0	NA
60075-121	Estate Planning Attorney	30,127	958	10	2,635	9	90%	1	10%	0	NA
25046-000	Not Substantiated Wealth Building Training	21,459	1,195	10	2,635	7	70%	3	30%	0	NA
60368-100	Fire Protection Contractor	20,163	1,222	10	2,635	6	60%	4	40%	0	NA
60618-000	Nutritionist	19,584	1,253	10	2,635	7	70%	3	30%	0	NA
60386-100	Professional Fundraiser	15,446	1,430	10	2,635	6	60%	4	40%	0	NA
65785-100	Investment School	14,016	1,500	10	2,635	7	70%	3	30%	0	NA
60558-000	Manufacturer Representative	13,192	1,548	10	2,635	6	60%	4	40%	0	NA
85355-000	Storm Shelters	12,272	1,600	10	2,635	8	80%	2	20%	0	NA
30479-000	Petroleum Products	11,735	1,640	10	2,635	10	100%	0	NA	0	NA
60454-000	Hypnotherapists	10,292	1,746	10	2,635	10	100%	0	NA	0	NA
60164-000	Exterior Building Cleaning	9,685	1,799	10	2,635	5	50%	5	50%	0	NA
85362-000	Heavy Duty Equipment Repair	9,252	1,842	10	2,635	5	50%	5	50%	0	NA
50320-000	Greeting Card Store	8,936	1,870	10	2,635	5	50%	4	40%	1	10%
50273-100	Vinyl Flooring	8,388	1,935	10	2,635	5	50%	5	50%	0	NA
85303-100	Grout Repair	8,290	1,947	10	2,635	6	60%	2	20%	2	20%
80485-000	Precious Metals Products	7,860	1,999	10	2,635	10	100%	0	NA	0	NA
60255-000	Consumer Cooperative Organizations	7,799	2,007	10	2,635	8	80%	1	10%	1	10%
55523-000	Chimney	7,503	2,040	10	2,635	4	40%	6	60%	0	NA
80588-000	Pump Sales	7,475	2,044	10	2,635	8	80%	2	20%	0	NA
60028-000	Air Conditioning Cleaning	7,000	2,102	10	2,635	5	50%	5	50%	0	NA
60632-000	Organizing Services	6,814	2,126	10	2,635	8	80%	2	20%	0	NA
10154-100	Pool Leak Detection	6,607	2,154	10	2,635	5	50%	5	50%	0	NA
60077-000	Attorney Advertising	6,488	2,175	10	2,635	6	60%	3	30%	1	10%
50475-000	Painting Supplies	6,187	2,230	10	2,635	2	20%	8	80%	0	NA
60182-020	Career Opportunities	6,076	2,248	10	2,635	6	60%	4	40%	0	NA
80372-000	Builders Hardware	5,539	2,326	10	2,635	7	70%	3	30%	0	NA
30536-000	Printing Equipment	5,289	2,355	10	2,635	6	60%	4	40%	0	NA
50642-000	Tarp	5,132	2,381	10	2,635	9	90%	1	10%	0	NA
50511-000	Pottery	5,115	2,388	10	2,635	4	40%	6	60%	0	NA
80386-000	Wholesale Housewares	5,025	2,405	10	2,635	10	100%	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60839-000	Student Exchange Programs	4,995	2,415	10	2,635	5	50%	5	50%	0	NA
30402-000	Mining Equipment	4,920	2,427	10	2,635	1	10%	8	80%	1	10%
50722-010	Water Softener Installation and Repair	4,891	2,433	10	2,635	6	60%	3	30%	1	10%
30539-000	Printing Supplies	4,671	2,474	10	2,635	6	60%	4	40%	0	NA
30038-200	Bathtub Liners	4,649	2,479	10	2,635	9	90%	1	10%	0	NA
30030-000	Fabric Bags	4,616	2,488	10	2,635	4	40%	6	60%	0	NA
50063-000	Battery Charging	4,491	2,521	10	2,635	3	30%	7	70%	0	NA
60316-000	Piercing	4,363	2,548	10	2,635	3	30%	6	60%	1	10%
60059-000	Armored Car Services	4,273	2,567	10	2,635	4	40%	6	60%	0	NA
50686-000	Truck Stop	3,917	2,649	10	2,635	7	70%	3	30%	0	NA
80184-000	Coffee Roasting and Handling Equipment	3,814	2,672	10	2,635	10	100%	0	NA	0	NA
50538-000	Refrigerator and Freezer Dealers	3,801	2,676	10	2,635	4	40%	6	60%	0	NA
10061-102	House Leveling	3,762	2,681	10	2,635	1	10%	8	80%	1	10%
60713-100	Public Speakers	3,753	2,683	10	2,635	2	20%	8	80%	0	NA
10132-000	Sewing Contractors	3,509	2,756	10	2,635	5	50%	5	50%	0	NA
85278-100	Metal Fabricating Machinery	3,444	2,784	10	2,635	1	10%	9	90%	0	NA
80452-000	Used Machinery	3,230	2,854	10	2,635	7	70%	3	30%	0	NA
80781-010	Water Heater Installation	3,207	2,865	10	2,635	7	70%	3	30%	0	NA
70521-000	Boat Cleaning	3,130	2,891	10	2,635	6	60%	4	40%	0	NA
60105-100	Headlight Restoration	3,077	2,907	10	2,635	1	10%	9	90%	0	NA
72200-000	Wine Bar	3,006	2,920	10	2,635	3	30%	7	70%	0	NA
80170-000	Church Supplies	3,001	2,923	10	2,635	8	80%	2	20%	0	NA
50240-000	Embroidery Supplies	2,817	2,979	10	2,635	8	80%	2	20%	0	NA
50196-000	Cushions	2,798	2,984	10	2,635	6	60%	4	40%	0	NA
50500-100	Lapel Pins	2,778	2,994	10	2,635	3	30%	7	70%	0	NA
10154-320	Pool Resurfacing	2,750	3,004	10	2,635	4	40%	6	60%	0	NA
85343-000	Truck Bed Liner	2,450	3,094	10	2,635	7	70%	3	30%	0	NA
50610-000	Car Springs	2,245	3,170	10	2,635	3	30%	7	70%	0	NA
90025-000	Government Auctions and Job Listing Services	2,232	3,176	10	2,635	8	80%	2	20%	0	NA
80350-000	Golf Course Equipment	2,211	3,185	10	2,635	5	50%	5	50%	0	NA
50178-110	Stamped Concrete	2,009	3,260	10	2,635	7	70%	3	30%	0	NA
60252-000	Conference Center	1,939	3,295	10	2,635	6	60%	4	40%	0	NA
50450-000	Sheet Music	1,838	3,347	10	2,635	9	90%	1	10%	0	NA
60289-104	Prosthodontist	1,832	3,351	10	2,635	9	90%	1	10%	0	NA
90021-950	Charity - Other Charitable Organizations	1,716	3,409	10	2,635	6	60%	4	40%	0	NA
61046-000	Photography Sales	1,705	3,416	10	2,635	5	50%	4	40%	1	10%
65543-100	Cryotherapy	1,622	3,460	10	2,635	7	70%	3	30%	0	NA
50362-000	Italian Food	1,593	3,476	10	2,635	3	30%	7	70%	0	NA
60998-000	Traffic Engineers	1,564	3,502	10	2,635	10	100%	0	NA	0	NA
60988-100	Auto Wholesale	1,538	3,517	10	2,635	5	50%	5	50%	0	NA
30234-100	Search Lights	1,426	3,593	10	2,635	10	100%	0	NA	0	NA
50166-000	Coin Card	1,376	3,628	10	2,635	10	100%	0	NA	0	NA
50260-010	Fireplace Installation	1,373	3,632	10	2,635	6	60%	4	40%	0	NA
80248-000	Wholesale Dresses	1,358	3,641	10	2,635	1	10%	9	90%	0	NA
65134-400	Facial	1,107	3,833	10	2,635	2	20%	8	80%	0	NA
30551-000	Radar Equipment	1,073	3,863	10	2,635	8	80%	2	20%	0	NA
50716-000	Washer and Dryer Sale	985	3,948	10	2,635	0	NA	10	100%	0	NA
50715-000	Washers	970	3,958	10	2,635	5	50%	3	30%	2	20%
65259-010	Event Design	875	4,042	10	2,635	0	NA	10	100%	0	NA
60235-110	System Testing	751	4,169	10	2,635	4	40%	6	60%	0	NA
10155-010	Telephone Contractors	739	4,185	10	2,635	1	10%	9	90%	0	NA
80150-100	Cemetery Supplies	594	4,367	10	2,635	5	50%	5	50%	0	NA
80364-100	Hair Curlers	589	4,375	10	2,635	3	30%	6	60%	1	10%
80642-000	Sewing Machine Manufacturers	567	4,407	10	2,635	9	90%	0	NA	1	10%
44149-200	Hand Sanitizer	371	4,727	10	2,635	3	30%	7	70%	0	NA
80900-100	Parasailing	206	5,102	10	2,635	2	20%	8	80%	0	NA
50762-200	Energy Audit	16,871	1,369	9	2,722	6	67%	2	22%	1	11%
60443-000	Hospice	16,718	1,374	9	2,722	5	56%	4	44%	0	NA
20047-400	Loan Originator	14,650	1,465	9	2,722	7	78%	1	11%	1	11%
60075-127	Disability Lawyers	14,164	1,492	9	2,722	7	78%	2	22%	0	NA
26000-010	Precious Metal Dealer	13,501	1,527	9	2,722	6	67%	3	33%	0	NA
20027-200	Medicare Supplement	12,370	1,594	9	2,722	6	67%	3	33%	0	NA
80290-000	Feed Dealers	11,350	1,661	9	2,722	7	78%	2	22%	0	NA
60483-000	Labeling	11,152	1,676	9	2,722	3	33%	6	67%	0	NA
80024-000	Aluminum Products	10,469	1,728	9	2,722	5	56%	4	44%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
30161-000	Display Designer	10,256	1,749	9	2,722	6	67%	3	33%	0	NA
85318-000	Interior Contractors	10,001	1,778	9	2,722	2	22%	7	78%	0	NA
60650-200	Mosquito Control	9,795	1,789	9	2,722	6	67%	3	33%	0	NA
80459-000	Natural Marble	8,919	1,874	9	2,722	5	56%	4	44%	0	NA
88000-000	Business Plan	8,578	1,911	9	2,722	6	67%	2	22%	1	11%
65114-000	Aviation Services	8,566	1,914	9	2,722	4	44%	5	56%	0	NA
60338-000	Mechanical Engineer	8,276	1,949	9	2,722	4	44%	5	56%	0	NA
60356-000	Exporter	8,212	1,955	9	2,722	3	33%	5	56%	1	11%
60375-000	Floor Cleaning	7,717	2,015	9	2,722	8	89%	1	11%	0	NA
86000-000	Awards	7,403	2,050	9	2,722	3	33%	5	56%	1	11%
00193-000	Outboard Motor Repair	7,303	2,062	9	2,722	8	89%	1	11%	0	NA
50656-000	Non-Ceramic Tile Contractors	7,154	2,085	9	2,722	4	44%	5	56%	0	NA
85319-000	Chain Link Fence Contractors	6,763	2,130	9	2,722	3	33%	4	44%	2	22%
00151-020	Hunting Guide	6,692	2,139	9	2,722	3	33%	5	56%	1	11%
65259-200	Corporate Event Planners	6,580	2,158	9	2,722	3	33%	6	67%	0	NA
60656-000	Aerial Photographer	6,357	2,200	9	2,722	3	33%	6	67%	0	NA
60928-100	Video Editing	6,278	2,210	9	2,722	3	33%	6	67%	0	NA
55601-000	Refrigeration	6,016	2,259	9	2,722	5	56%	4	44%	0	NA
70574-000	Crating Service	5,746	2,303	9	2,722	6	67%	2	22%	1	11%
20042-000	Insurance Inspection	5,338	2,349	9	2,722	7	78%	2	22%	0	NA
50134-000	Used Carpet	5,288	2,356	9	2,722	5	56%	4	44%	0	NA
60066-000	Fine Artist	4,938	2,425	9	2,722	7	78%	2	22%	0	NA
60126-100	Bartending School	4,883	2,434	9	2,722	7	78%	2	22%	0	NA
70545-000	Electrical Power Systems Maintenance	4,808	2,447	9	2,722	1	11%	8	89%	0	NA
50664-000	Cutting Tools	4,767	2,454	9	2,722	8	89%	1	11%	0	NA
80162-110	Chimney Service	4,667	2,475	9	2,722	4	44%	5	56%	0	NA
50279-000	Garden Fountains	4,465	2,526	9	2,722	3	33%	6	67%	0	NA
55564-000	Engineer	4,310	2,559	9	2,722	3	33%	6	67%	0	NA
50044-000	Racing Cars	4,305	2,560	9	2,722	5	56%	4	44%	0	NA
44002-000	Adult Care	4,204	2,578	9	2,722	4	44%	4	44%	1	11%
20028-010	Title Insurance	4,147	2,590	9	2,722	6	67%	3	33%	0	NA
60488-200	Genetic Testing	4,101	2,599	9	2,722	6	67%	3	33%	0	NA
85303-200	Tile Restoration	4,072	2,606	9	2,722	2	22%	7	78%	0	NA
72500-000	Content Management System	4,056	2,612	9	2,722	4	44%	5	56%	0	NA
60126-000	Bartending Services	3,956	2,642	9	2,722	5	56%	4	44%	0	NA
50174-000	Computer Furniture	3,672	2,700	9	2,722	1	11%	7	78%	1	11%
60485-100	Labor Contractor	3,610	2,724	9	2,722	3	33%	6	67%	0	NA
60740-010	RV Service	3,604	2,727	9	2,722	5	56%	4	44%	0	NA
71300-010	Asset Management	3,506	2,759	9	2,722	6	67%	3	33%	0	NA
80628-000	Scientific Instruments	3,500	2,762	9	2,722	8	89%	1	11%	0	NA
60036-000	Amusement Devices	3,463	2,779	9	2,722	3	33%	5	56%	1	11%
80289-000	Feed Supplements	3,217	2,857	9	2,722	3	33%	6	67%	0	NA
80003-000	Accounting and Bookkeeping Machines	3,207	2,865	9	2,722	3	33%	6	67%	0	NA
10154-310	Pool Remodeling	2,988	2,928	9	2,722	3	33%	6	67%	0	NA
50401-000	Luggage Carrier	2,966	2,939	9	2,722	5	56%	4	44%	0	NA
70629-000	Trailer Storage	2,690	3,024	9	2,722	7	78%	2	22%	0	NA
61030-000	Product Sales by Phone	2,589	3,049	9	2,722	3	33%	2	22%	4	44%
70800-000	Solar Pool Heater	2,312	3,139	9	2,722	4	44%	5	56%	0	NA
80710-000	Plastic Tanks	2,293	3,147	9	2,722	8	89%	1	11%	0	NA
30038-300	Sink Manufacturers	2,055	3,235	9	2,722	5	56%	4	44%	0	NA
50027-100	Scrapbook	2,040	3,241	9	2,722	2	22%	7	78%	0	NA
80634-000	Seats	2,007	3,262	9	2,722	5	56%	4	44%	0	NA
80453-000	Magnets	1,979	3,274	9	2,722	5	56%	4	44%	0	NA
60458-000	Import Services	1,952	3,286	9	2,722	6	67%	3	33%	0	NA
60169-000	Bus Service	1,933	3,299	9	2,722	3	33%	5	56%	1	11%
60932-100	Appointment Setting Service	1,837	3,349	9	2,722	7	78%	2	22%	0	NA
80686-000	Wholesale Stationery	1,787	3,369	9	2,722	1	11%	6	67%	2	22%
80416-000	Kennel Supplies	1,781	3,372	9	2,722	5	56%	4	44%	0	NA
60226-100	Government Loan Collection Agencies	1,756	3,389	9	2,722	9	100%	0	NA	0	NA
30649-000	Steering System	1,745	3,394	9	2,722	9	100%	0	NA	0	NA
60256-000	Contest Arranging and Judging	1,711	3,413	9	2,722	3	33%	5	56%	1	11%
50355-000	Indian Products	1,600	3,468	9	2,722	1	11%	0	NA	8	89%
30086-100	Freight Container	1,565	3,499	9	2,722	3	33%	6	67%	0	NA
70649-000	Water Taxi	1,454	3,568	9	2,722	3	33%	6	67%	0	NA
30115-000	Coin Manufacturers	1,249	3,722	9	2,722	0	NA	9	100%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
80364-140	Hair Removal Equipment	1,185	3,782	9	2,722	4	44%	5	56%	0	NA
50161-000	Clutches	1,170	3,788	9	2,722	7	78%	1	11%	1	11%
60545-000	Mattress Renovation	1,114	3,826	9	2,722	9	100%	0	NA	0	NA
50536-200	RV Supplies	1,097	3,838	9	2,722	6	67%	3	33%	0	NA
60209-100	Christmas Decorations	1,066	3,873	9	2,722	2	22%	7	78%	0	NA
60395-000	Furniture Repair Supplies	1,066	3,873	9	2,722	7	78%	2	22%	0	NA
60361-100	Designer Pet Clothes	981	3,951	9	2,722	7	78%	2	22%	0	NA
60944-110	Wedding Flowers	757	4,159	9	2,722	4	44%	5	56%	0	NA
60353-200	Pole Fitness	671	4,273	9	2,722	5	56%	4	44%	0	NA
65840-200	Low Income Housing	632	4,318	9	2,722	5	56%	4	44%	0	NA
55576-000	Shirts	531	4,451	9	2,722	5	56%	4	44%	0	NA
50073-000	Bicycle Security Systems	521	4,466	9	2,722	8	89%	1	11%	0	NA
80681-100	Wholesale Sportswear	511	4,476	9	2,722	4	44%	4	44%	1	11%
20027-100	Medicare	24,762	1,088	8	2,809	3	38%	5	63%	0	NA
80306-000	Fire Safety Equipment	23,372	1,127	8	2,809	3	38%	5	63%	0	NA
60172-113	Leadership Coaching	17,810	1,313	8	2,809	5	63%	3	38%	0	NA
85314-000	Low Voltage Contractors	17,663	1,322	8	2,809	2	25%	5	63%	1	13%
81000-300	Marijuana Grower	16,466	1,386	8	2,809	7	88%	1	13%	0	NA
60792-000	Senior Citizens Service Organizations	13,111	1,552	8	2,809	2	25%	6	75%	0	NA
80747-000	Truck Trailer	10,819	1,703	8	2,809	6	75%	2	25%	0	NA
60075-110	Probate Attorney	9,741	1,795	8	2,809	7	88%	1	13%	0	NA
85345-000	Developmental Disability Services	9,544	1,812	8	2,809	6	75%	2	25%	0	NA
10024-000	Caulking Contractors	9,208	1,847	8	2,809	8	100%	0	NA	0	NA
61093-000	Exterior Designer	8,719	1,898	8	2,809	5	63%	3	38%	0	NA
00157-100	Gardener	8,313	1,942	8	2,809	2	25%	6	75%	0	NA
70577-000	Piano Movers	8,061	1,970	8	2,809	3	38%	5	63%	0	NA
60172-108	Pharmaceutical Consultant	6,782	2,127	8	2,809	6	75%	1	13%	1	13%
30498-000	Plastic Fabrication	6,729	2,135	8	2,809	5	63%	3	38%	0	NA
10170-000	Water Works Contractors	6,678	2,145	8	2,809	4	50%	4	50%	0	NA
10035-300	Gas Contractors	6,420	2,189	8	2,809	6	75%	2	25%	0	NA
80284-000	Farm Equipment Parts	6,348	2,201	8	2,809	4	50%	4	50%	0	NA
10111-000	Piping Contractors	6,027	2,257	8	2,809	7	88%	1	13%	0	NA
60818-000	Social Worker	6,008	2,262	8	2,809	1	13%	6	75%	1	13%
60613-000	Nursing	5,881	2,289	8	2,809	4	50%	4	50%	0	NA
60367-200	Water Mitigation	5,855	2,290	8	2,809	7	88%	1	13%	0	NA
20001-000	Abstracters	5,675	2,309	8	2,809	5	63%	3	38%	0	NA
30177-000	Electric Equipment Manufacturers	5,397	2,343	8	2,809	6	75%	2	25%	0	NA
85338-000	Pet Waste Removal	5,201	2,365	8	2,809	5	63%	3	38%	0	NA
60419-100	Cheerleading Classes	5,152	2,376	8	2,809	6	75%	2	25%	0	NA
50448-000	Musical Instrument Repair	5,101	2,392	8	2,809	4	50%	4	50%	0	NA
50566-000	Septic Tank Treatment	5,044	2,402	8	2,809	8	100%	0	NA	0	NA
50737-100	Window Wells	5,015	2,409	8	2,809	8	100%	0	NA	0	NA
30714-100	Forklift Truck	4,557	2,509	8	2,809	4	50%	4	50%	0	NA
65548-210	Phlebotomy Certification	4,430	2,535	8	2,809	5	63%	3	38%	0	NA
10168-000	Water Main Contractors	4,425	2,537	8	2,809	8	100%	0	NA	0	NA
60837-010	Window Manufacturers	4,251	2,570	8	2,809	5	63%	3	38%	0	NA
60076-000	Attorney Service Bureau	4,180	2,582	8	2,809	4	50%	4	50%	0	NA
60506-000	Leather Goods Repair	3,984	2,635	8	2,809	1	13%	6	75%	1	13%
61000-000	Yacht Charter Broker	3,874	2,659	8	2,809	5	63%	3	38%	0	NA
80511-000	Office Furniture Rental	3,868	2,660	8	2,809	3	38%	4	50%	1	13%
30742-000	Waterproofing Materials	3,858	2,663	8	2,809	6	75%	2	25%	0	NA
50736-000	Window Shade Supplies	3,610	2,724	8	2,809	5	63%	3	38%	0	NA
85328-100	Granite Fabrication	3,555	2,744	8	2,809	6	75%	2	25%	0	NA
42000-000	Building Permits	3,261	2,840	8	2,809	4	50%	4	50%	0	NA
60363-000	Fencing Classes	3,234	2,850	8	2,809	2	25%	5	63%	1	13%
60929-000	Video Duplication	3,208	2,863	8	2,809	5	63%	3	38%	0	NA
60075-150	Landlord Tenant Lawyer	3,202	2,868	8	2,809	2	25%	6	75%	0	NA
80441-000	Wholesale Liquor	3,099	2,899	8	2,809	2	25%	5	63%	1	13%
80696-000	Stone Cutters	3,099	2,899	8	2,809	5	63%	3	38%	0	NA
30261-000	Gauge	2,990	2,927	8	2,809	3	38%	5	63%	0	NA
60767-000	Vehicle Undercoating	2,980	2,932	8	2,809	4	50%	4	50%	0	NA
30517-000	Postcard	2,907	2,949	8	2,809	8	100%	0	NA	0	NA
44129-200	Speech Therapy	2,365	3,123	8	2,809	7	88%	1	13%	0	NA
85010-100	Corporate Gifts	2,235	3,174	8	2,809	1	13%	7	88%	0	NA
60665-400	Vascular Surgeon	2,088	3,221	8	2,809	4	50%	4	50%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
50083-100	Boat Equipment	2,048	3,238	8	2,809	3	38%	5	63%	0	NA
60240-000	Graphics Computer	1,961	3,280	8	2,809	2	25%	6	75%	0	NA
60744-100	Detox Center	1,935	3,296	8	2,809	3	38%	5	63%	0	NA
80065-000	Barrels	1,935	3,296	8	2,809	1	13%	2	25%	5	63%
80424-100	Landscaping Equipment	1,866	3,333	8	2,809	1	13%	7	88%	0	NA
80150-000	Cemetery Equipment	1,824	3,352	8	2,809	3	38%	5	63%	0	NA
60481-000	Juke Box	1,760	3,387	8	2,809	8	100%	0	NA	0	NA
60834-000	Industrial Steam Cleaning	1,713	3,412	8	2,809	4	50%	4	50%	0	NA
85331-200	Parent Education	1,703	3,419	8	2,809	5	63%	3	38%	0	NA
10098-000	Parking Garage Construction	1,629	3,457	8	2,809	3	38%	5	63%	0	NA
85377-000	Storage Facility Referral	1,629	3,457	8	2,809	3	38%	4	50%	1	13%
30374-000	Mailing Containers	1,599	3,469	8	2,809	1	13%	6	75%	1	13%
70653-000	Travel Agent Mills	1,590	3,480	8	2,809	2	25%	6	75%	0	NA
50679-000	Trapping Supplies	1,577	3,491	8	2,809	0	NA	6	75%	2	25%
80668-140	Solar Screens	1,408	3,606	8	2,809	6	75%	2	25%	0	NA
50593-000	Slip Covers	1,349	3,653	8	2,809	0	NA	4	50%	4	50%
50659-110	Commercial Tire Sales	1,311	3,677	8	2,809	6	75%	2	25%	0	NA
80722-000	Closed Circuit TV	1,248	3,725	8	2,809	6	75%	2	25%	0	NA
60300-100	Dietitian	1,229	3,740	8	2,809	3	38%	5	63%	0	NA
30355-000	Lockers	1,160	3,796	8	2,809	7	88%	1	13%	0	NA
60884-000	Composting Toilet	1,151	3,801	8	2,809	3	38%	5	63%	0	NA
55529-000	Brakes	1,138	3,807	8	2,809	5	63%	3	38%	0	NA
30075-000	Confectionery Manufacturers	1,135	3,809	8	2,809	1	13%	7	88%	0	NA
60358-000	Eye Training	1,087	3,850	8	2,809	4	50%	4	50%	0	NA
70508-200	Drone Repair	1,046	3,892	8	2,809	2	25%	6	75%	0	NA
80592-200	Racing Equipment	965	3,961	8	2,809	8	100%	0	NA	0	NA
50337-100	Hearing Aid Repair	960	3,967	8	2,809	6	75%	2	25%	0	NA
80708-000	Syrup	809	4,105	8	2,809	2	25%	6	75%	0	NA
80043-100	Auto Boosting Services	795	4,117	8	2,809	3	38%	5	63%	0	NA
50599-100	Sound Equipment	754	4,164	8	2,809	2	25%	6	75%	0	NA
60806-000	Skateboard Park	684	4,249	8	2,809	8	100%	0	NA	0	NA
55681-000	Curtains	610	4,345	8	2,809	2	25%	2	25%	4	50%
30464-000	Parachutes	605	4,354	8	2,809	1	13%	7	88%	0	NA
60810-000	Ski Lessons	575	4,394	8	2,809	3	38%	5	63%	0	NA
50750-110	Helicopter Charter	569	4,405	8	2,809	7	88%	1	13%	0	NA
60789-100	Security Guard Training	501	4,492	8	2,809	5	63%	3	38%	0	NA
60920-100	Venetian Blind Repair	490	4,514	8	2,809	7	88%	1	13%	0	NA
30350-000	Clothing Lining	455	4,568	8	2,809	2	25%	6	75%	0	NA
60107-400	Shock Repair	416	4,642	8	2,809	2	25%	5	63%	1	13%
55565-000	Concert	345	4,790	8	2,809	4	50%	4	50%	0	NA
89400-000	4 Wheel Drive Repair	333	4,811	8	2,809	5	63%	3	38%	0	NA
60694-000	Places to Visit	85	5,554	8	2,809	3	38%	5	63%	0	NA
60473-700	Affiliate Marketing	26,158	1,051	7	2,903	5	71%	2	29%	0	NA
60441-100	Skilled Home Health Care	15,862	1,415	7	2,903	6	86%	1	14%	0	NA
65778-000	Grant, Scholarship and Financial Aid Finder Service	15,434	1,432	7	2,903	2	29%	4	57%	1	14%
60007-000	Acupuncturist	14,479	1,472	7	2,903	3	43%	4	57%	0	NA
60570-100	Model Training	13,853	1,508	7	2,903	6	86%	1	14%	0	NA
80302-000	Fire Extinguisher	12,936	1,560	7	2,903	3	43%	4	57%	0	NA
10068-000	Glazier	12,930	1,561	7	2,903	6	86%	1	14%	0	NA
60781-100	College Preparatory School	11,741	1,639	7	2,903	4	57%	3	43%	0	NA
30544-100	Publishers Internet Guide	11,253	1,670	7	2,903	3	43%	4	57%	0	NA
60469-500	Roof Inspection	11,225	1,673	7	2,903	4	57%	2	29%	1	14%
60650-102	Bed Bug Removal	10,916	1,696	7	2,903	3	43%	4	57%	0	NA
20004-000	Fidelity Bonds	10,874	1,700	7	2,903	6	86%	1	14%	0	NA
60978-000	Beauty Pageants	9,521	1,816	7	2,903	3	43%	4	57%	0	NA
30570-000	Rubber Products	8,498	1,925	7	2,903	5	71%	2	29%	0	NA
85288-200	Metal Recycling	8,480	1,929	7	2,903	3	43%	4	57%	0	NA
50586-000	Siding Material	8,341	1,941	7	2,903	2	29%	5	71%	0	NA
10163-000	Utility Locating	7,923	1,995	7	2,903	5	71%	2	29%	0	NA
50460-010	Tree Planting	7,691	2,019	7	2,903	4	57%	3	43%	0	NA
30715-000	Trusses	6,889	2,117	7	2,903	1	14%	6	86%	0	NA
80746-000	Tractor Repair	6,753	2,131	7	2,903	4	57%	2	29%	1	14%
60075-107	Traffic Law Attorney	6,718	2,136	7	2,903	4	57%	3	43%	0	NA
10008-000	Boiler Repair	6,708	2,137	7	2,903	3	43%	4	57%	0	NA
65548-200	Phlebotomy Training	6,418	2,190	7	2,903	6	86%	1	14%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60039-000	Antique Restoration	6,397	2,195	7	2,903	6	86%	1	14%	0	NA
60075-134	DUI Lawyer	6,007	2,264	7	2,903	5	71%	2	29%	0	NA
85264-100	Vinyl Fence	6,002	2,265	7	2,903	2	29%	5	71%	0	NA
80813-000	Metal Salvage Yards	5,989	2,272	7	2,903	4	57%	3	43%	0	NA
50178-000	Concrete Blocks	5,930	2,280	7	2,903	5	71%	2	29%	0	NA
85273-200	Autism Therapy	5,821	2,293	7	2,903	4	57%	3	43%	0	NA
80643-000	Shelves	5,357	2,347	7	2,903	2	29%	5	71%	0	NA
50279-100	Water Gardens	5,025	2,405	7	2,903	7	100%	0	NA	0	NA
10066-100	Commercial Window Tinting	4,962	2,422	7	2,903	5	71%	2	29%	0	NA
00145-000	Horse Breeding	4,961	2,423	7	2,903	3	43%	4	57%	0	NA
60474-000	Inventor	4,911	2,429	7	2,903	1	14%	6	86%	0	NA
50557-000	Saw	4,873	2,436	7	2,903	4	57%	2	29%	1	14%
60711-000	Public Opinion Analysts	4,720	2,462	7	2,903	0	NA	7	100%	0	NA
80437-000	Linen Manufacturers	4,558	2,508	7	2,903	6	86%	1	14%	0	NA
70525-000	Boat Storage	4,151	2,589	7	2,903	5	71%	2	29%	0	NA
44038-000	Employment	4,047	2,614	7	2,903	3	43%	4	57%	0	NA
50143-000	Cement	4,011	2,625	7	2,903	1	14%	6	86%	0	NA
80279-000	Excavating Equipment	4,005	2,630	7	2,903	0	NA	7	100%	0	NA
85327-000	Fiberglass Repair	3,965	2,641	7	2,903	1	14%	6	86%	0	NA
60728-000	Reading Lessons	3,921	2,647	7	2,903	6	86%	1	14%	0	NA
60470-300	Commercial Interior Designers	3,853	2,665	7	2,903	6	86%	1	14%	0	NA
50349-000	Hosiery	3,817	2,669	7	2,903	4	57%	3	43%	0	NA
60415-000	Guide Service	3,815	2,670	7	2,903	4	57%	3	43%	0	NA
80163-000	Chimney Liners	3,694	2,697	7	2,903	6	86%	1	14%	0	NA
60842-000	Support Groups	3,640	2,716	7	2,903	2	29%	5	71%	0	NA
60176-000	Camper Repair	3,552	2,745	7	2,903	5	71%	2	29%	0	NA
30263-100	Generator Maintenance	3,495	2,763	7	2,903	6	86%	1	14%	0	NA
30744-000	Webbing	3,452	2,781	7	2,903	5	71%	2	29%	0	NA
50127-000	Candle Making Supplies	3,424	2,790	7	2,903	5	71%	2	29%	0	NA
50053-000	Novelty Balloons	3,317	2,816	7	2,903	4	57%	3	43%	0	NA
80743-100	Lawn Tractor Dealers	3,301	2,823	7	2,903	6	86%	0	NA	1	14%
30208-000	Engraving Supplies	3,279	2,831	7	2,903	3	43%	4	57%	0	NA
00120-000	Dairy	3,194	2,870	7	2,903	4	57%	3	43%	0	NA
60150-000	Boarding House	3,158	2,882	7	2,903	2	29%	5	71%	0	NA
80533-000	Oxygen Therapy	3,004	2,921	7	2,903	4	57%	3	43%	0	NA
61015-000	Obituary Notification Service	2,999	2,924	7	2,903	7	100%	0	NA	0	NA
60113-000	Automation Consultants	2,980	2,932	7	2,903	4	57%	3	43%	0	NA
60328-400	Virtual Assistant	2,889	2,956	7	2,903	3	43%	4	57%	0	NA
60226-010	Commercial Collection Agency	2,842	2,969	7	2,903	4	57%	3	43%	0	NA
65078-000	Bankruptcy Counseling	2,840	2,970	7	2,903	5	71%	2	29%	0	NA
80010-100	Data Brokers	2,803	2,983	7	2,903	3	43%	1	14%	3	43%
60876-000	Theatrical Agencies	2,584	3,051	7	2,903	2	29%	5	71%	0	NA
30741-000	Water Cooler Equipment	2,541	3,066	7	2,903	3	43%	4	57%	0	NA
50303-000	Medical Gas	2,529	3,072	7	2,903	1	14%	5	71%	1	14%
50295-100	Paintball Games	2,498	3,084	7	2,903	1	14%	6	86%	0	NA
60193-000	Chair Rental	2,473	3,091	7	2,903	5	71%	2	29%	0	NA
30291-000	Frozen Dessert Distributors	2,441	3,100	7	2,903	2	29%	5	71%	0	NA
60924-000	Video Equipment Repair	2,411	3,112	7	2,903	4	57%	3	43%	0	NA
85084-100	Beverage Distribution	2,382	3,117	7	2,903	2	29%	5	71%	0	NA
60920-000	Venetian Blind Cleaning	2,345	3,134	7	2,903	1	14%	6	86%	0	NA
30748-000	Winemaking Supplies	2,265	3,160	7	2,903	5	71%	2	29%	0	NA
65282-000	Marriage Broker	2,255	3,164	7	2,903	1	14%	6	86%	0	NA
10178-100	Window Service	2,226	3,180	7	2,903	4	57%	3	43%	0	NA
60961-100	Freelance Writer	2,169	3,193	7	2,903	5	71%	2	29%	0	NA
60936-000	Washing Machine Parts	1,959	3,281	7	2,903	4	57%	3	43%	0	NA
50544-210	Food Truck Builders	1,955	3,284	7	2,903	1	14%	6	86%	0	NA
10155-130	TV Installation	1,896	3,315	7	2,903	3	43%	4	57%	0	NA
70506-000	Aircraft School	1,883	3,319	7	2,903	4	57%	3	43%	0	NA
10155-110	Internet Installation	1,858	3,336	7	2,903	2	29%	5	71%	0	NA
50191-200	Concrete Countertops	1,855	3,339	7	2,903	2	29%	5	71%	0	NA
50164-110	Hookah Bar	1,796	3,363	7	2,903	1	14%	6	86%	0	NA
44009-000	Assets	1,773	3,378	7	2,903	5	71%	2	29%	0	NA
80746-010	Commercial Truck Repair	1,762	3,384	7	2,903	4	57%	3	43%	0	NA
55537-000	Brick	1,652	3,439	7	2,903	2	29%	4	57%	1	14%
30747-000	Wine Storage	1,523	3,526	7	2,903	7	100%	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
50623-000	Sundries	1,518	3,530	7	2,903	4	57%	3	43%	0	NA
80507-000	Nursery Supplies	1,512	3,537	7	2,903	3	43%	3	43%	1	14%
50454-000	Needlework Supplies	1,489	3,546	7	2,903	5	71%	1	14%	1	14%
80209-100	Wholesale Cosmetics	1,364	3,638	7	2,903	1	14%	6	86%	0	NA
60289-200	Dental Sedation	1,356	3,645	7	2,903	4	57%	3	43%	0	NA
50409-000	Magician Supplies	1,348	3,656	7	2,903	2	29%	5	71%	0	NA
70503-000	Aircraft Equipment Testing	1,325	3,667	7	2,903	1	14%	6	86%	0	NA
70001-110	Custom Golf Carts	1,305	3,682	7	2,903	1	14%	6	86%	0	NA
60594-100	Exhaust Systems	1,273	3,704	7	2,903	3	43%	4	57%	0	NA
60106-100	Auto Emissions Testing	1,260	3,712	7	2,903	5	71%	2	29%	0	NA
60254-000	Construction Reports	1,216	3,756	7	2,903	2	29%	5	71%	0	NA
15100-100	Sunroom Design	1,197	3,768	7	2,903	2	29%	5	71%	0	NA
30203-000	Mechanical Engraver	1,193	3,772	7	2,903	2	29%	5	71%	0	NA
70607-000	Steamship Agencies	1,192	3,774	7	2,903	7	100%	0	NA	0	NA
88400-000	Volleyball Clubs	1,173	3,786	7	2,903	4	57%	3	43%	0	NA
90021-700	Charity - Law & Public Interest	1,120	3,823	7	2,903	4	57%	3	43%	0	NA
60168-000	Burial Assistance	1,100	3,837	7	2,903	1	14%	6	86%	0	NA
80432-100	Lighting Fixture Manufacturers	1,077	3,859	7	2,903	5	71%	2	29%	0	NA
70524-200	Backpacks	1,052	3,886	7	2,903	1	14%	4	57%	2	29%
60658-200	Sports Photographers	971	3,957	7	2,903	7	100%	0	NA	0	NA
31200-000	Souvenir Milk Caps	903	4,016	7	2,903	7	100%	0	NA	0	NA
89400-100	4 Wheel Drive Service	888	4,029	7	2,903	6	86%	1	14%	0	NA
50081-200	Boat Upholstery	883	4,035	7	2,903	5	71%	2	29%	0	NA
50410-000	Magnifying Glass	874	4,044	7	2,903	6	86%	1	14%	0	NA
55659-000	Baseball	857	4,061	7	2,903	4	57%	3	43%	0	NA
60923-000	Veterinarian Information	854	4,062	7	2,903	6	86%	1	14%	0	NA
80465-000	Measuring Machine	848	4,068	7	2,903	2	29%	5	71%	0	NA
70530-000	Bus Line Tickets	738	4,187	7	2,903	2	29%	5	71%	0	NA
50295-110	Paintball Supplies	623	4,328	7	2,903	6	86%	1	14%	0	NA
50506-010	Vinyl Crafts	587	4,378	7	2,903	2	29%	5	71%	0	NA
30531-150	Digital Printing	472	4,541	7	2,903	2	29%	5	71%	0	NA
80602-000	Relay	371	4,727	7	2,903	0	NA	7	100%	0	NA
00134-000	Frog Dealers	115	5,419	7	2,903	0	NA	0	NA	7	100%
50040-150	Van Rental	91	5,526	7	2,903	2	29%	5	71%	0	NA
10045-000	Drilling Contractor	21,580	1,186	6	3,025	3	50%	3	50%	0	NA
30638-000	Fire sprinklers	18,090	1,300	6	3,025	4	67%	2	33%	0	NA
00146-000	Horse Dealers	17,110	1,357	6	3,025	1	17%	5	83%	0	NA
55562-000	Fire Protection	14,653	1,464	6	3,025	5	83%	1	17%	0	NA
60527-300	Mildew Remediation	11,778	1,636	6	3,025	4	67%	2	33%	0	NA
85265-100	Furnace Cleaning	10,086	1,767	6	3,025	4	67%	1	17%	1	17%
60938-000	Water Analysis	10,033	1,774	6	3,025	1	17%	5	83%	0	NA
80389-000	Hydraulic Equipment Repair	9,466	1,823	6	3,025	2	33%	4	67%	0	NA
80474-000	Metal Finishing	9,452	1,824	6	3,025	4	67%	2	33%	0	NA
80689-000	Steel Warehouse	9,192	1,849	6	3,025	3	50%	3	50%	0	NA
60337-000	Electrical Engineer	8,359	1,939	6	3,025	2	33%	4	67%	0	NA
30586-000	School Furniture	7,549	2,035	6	3,025	4	67%	1	17%	1	17%
10025-000	Ceiling Contractors	7,534	2,037	6	3,025	5	83%	1	17%	0	NA
10118-000	Pumping Contractors	7,378	2,052	6	3,025	5	83%	1	17%	0	NA
30004-000	Aerospace Industry	7,186	2,076	6	3,025	3	50%	3	50%	0	NA
80201-101	Forklift Repair	6,994	2,103	6	3,025	5	83%	1	17%	0	NA
00169-000	Mining	6,506	2,170	6	3,025	1	17%	5	83%	0	NA
70543-000	Dock	6,491	2,173	6	3,025	4	67%	1	17%	1	17%
00155-100	Erosion Control	6,490	2,174	6	3,025	1	17%	4	67%	1	17%
10155-300	Network Cabling Installation	6,342	2,203	6	3,025	3	50%	3	50%	0	NA
30485-000	Pipe	6,252	2,220	6	3,025	5	83%	1	17%	0	NA
60518-000	Linen Supply Service	6,174	2,231	6	3,025	5	83%	1	17%	0	NA
10101-000	Pavement Marking	5,984	2,273	6	3,025	1	17%	5	83%	0	NA
30709-000	Horse Trailer	4,847	2,437	6	3,025	5	83%	1	17%	0	NA
30584-000	Scales	4,769	2,453	6	3,025	4	67%	2	33%	0	NA
60295-000	Industrial Design	4,744	2,459	6	3,025	0	NA	6	100%	0	NA
96000-250	Conscious Business	4,738	2,460	6	3,025	6	100%	0	NA	0	NA
71200-000	Lasik Eye Surgery	4,613	2,491	6	3,025	2	33%	4	67%	0	NA
66001-000	Jewelry Advisory Service	4,589	2,499	6	3,025	5	83%	1	17%	0	NA
85375-000	Massage School	4,589	2,499	6	3,025	5	83%	1	17%	0	NA
60056-000	Architectural Specs	4,411	2,541	6	3,025	2	33%	4	67%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60658-300	School Photographers	4,346	2,552	6	3,025	5	83%	1	17%	0	NA
44117-000	Safety	4,324	2,558	6	3,025	4	67%	1	NA	2	33%
60666-000	Osteopath	4,191	2,580	6	3,025	4	67%	1	17%	1	17%
60488-110	Biotechnology	4,160	2,587	6	3,025	4	67%	2	33%	0	NA
60431-000	Health Monitor	4,128	2,593	6	3,025	1	17%	5	83%	0	NA
60075-113	Patent Attorney	4,001	2,632	6	3,025	1	17%	5	83%	0	NA
85276-000	Lawn Installation	3,973	2,638	6	3,025	1	17%	4	67%	1	17%
60172-110	Prison Consultant	3,797	2,677	6	3,025	1	17%	4	67%	1	17%
80669-100	Natural Stone Cleaning	3,666	2,704	6	3,025	2	33%	4	67%	0	NA
80460-000	Mason Contractors Equipment and Supplies	3,551	2,746	6	3,025	1	17%	5	83%	0	NA
20050-110	Real Estate Auction Services	3,545	2,748	6	3,025	5	83%	1	17%	0	NA
80098-000	Wholesale Bottles	3,482	2,769	6	3,025	4	67%	2	33%	0	NA
50646-000	Telephone Answering Systems	3,471	2,777	6	3,025	3	50%	3	50%	0	NA
80061-000	Bank Equipment	3,465	2,778	6	3,025	2	33%	4	67%	0	NA
30438-100	Ornamental Iron Contractor	3,439	2,785	6	3,025	4	67%	2	33%	0	NA
30614-400	Digital Signs	3,431	2,786	6	3,025	2	33%	4	67%	0	NA
10129-100	Septic System Design	3,425	2,789	6	3,025	4	67%	2	33%	0	NA
60303-000	Circular Distributing Services	3,410	2,792	6	3,025	4	67%	2	33%	0	NA
10141-000	Sprinkler Supervisory Service	3,396	2,797	6	3,025	1	17%	3	50%	2	33%
44001-000	Agriculture	3,389	2,799	6	3,025	6	100%	0	NA	0	NA
50065-000	Beads	3,282	2,829	6	3,025	3	50%	3	50%	0	NA
50132-000	Car Wash Equipment	3,241	2,846	6	3,025	3	50%	3	50%	0	NA
60540-100	Family Counselor	3,127	2,893	6	3,025	4	67%	2	33%	0	NA
60911-000	Truck Wash	3,091	2,902	6	3,025	2	33%	4	67%	0	NA
10058-700	Floor Resurfacing	3,019	2,919	6	3,025	2	33%	4	67%	0	NA
80442-000	Livestock Auction	2,972	2,936	6	3,025	6	100%	0	NA	0	NA
00157-300	Grounds Maintenance	2,892	2,955	6	3,025	6	100%	0	NA	0	NA
00222-500	Veterinary Surgery	2,723	3,012	6	3,025	5	83%	1	17%	0	NA
60759-000	Retreat Facilities	2,720	3,015	6	3,025	2	33%	4	67%	0	NA
66002-300	Grill Cleaning	2,720	3,015	6	3,025	4	67%	2	33%	0	NA
80321-000	Freeze Dried Food	2,691	3,023	6	3,025	2	33%	4	67%	0	NA
60075-136	HOA Attorney	2,646	3,039	6	3,025	2	33%	4	67%	0	NA
88200-000	Home Management	2,630	3,041	6	3,025	5	83%	1	17%	0	NA
80308-000	First Aid Supplies	2,447	3,098	6	3,025	1	17%	5	83%	0	NA
50071-000	Home Brewing Supplies	2,298	3,145	6	3,025	4	67%	2	33%	0	NA
61057-000	Advance Fee Job Listing and Advisory Services	2,298	3,145	6	3,025	1	17%	4	67%	1	17%
80688-000	Steam Cleaning	2,278	3,155	6	3,025	3	50%	3	50%	0	NA
60170-100	Trade Associations	2,249	3,169	6	3,025	1	17%	5	83%	0	NA
60589-000	Motor Home Rentals	2,192	3,188	6	3,025	5	83%	1	17%	0	NA
15173-100	Disabled Access Contractors	2,171	3,192	6	3,025	1	17%	5	83%	0	NA
60049-000	Aquarium Maintenance	2,115	3,209	6	3,025	2	33%	4	67%	0	NA
60408-000	Mini Golf Course	2,104	3,213	6	3,025	4	67%	2	33%	0	NA
60682-000	Pulmonary Diseases	2,080	3,223	6	3,025	5	83%	1	17%	0	NA
80597-000	Recording Studio Equipment	2,074	3,227	6	3,025	2	33%	4	67%	0	NA
50676-100	Trailer Equipment	2,061	3,232	6	3,025	4	67%	2	33%	0	NA
30376-000	Map Publisher	2,025	3,251	6	3,025	6	100%	0	NA	0	NA
50252-010	Fence Repair	1,990	3,268	6	3,025	5	83%	1	17%	0	NA
10099-400	Patio Design	1,923	3,302	6	3,025	3	50%	3	50%	0	NA
80395-000	Ice Making Machine	1,888	3,318	6	3,025	4	67%	2	33%	0	NA
60139-000	Bid Report Service	1,883	3,319	6	3,025	3	50%	3	50%	0	NA
80656-100	Silk Manufacturers	1,870	3,329	6	3,025	6	100%	0	NA	0	NA
30519-000	Poultry	1,853	3,340	6	3,025	3	50%	3	50%	0	NA
44060-000	Medication	1,797	3,362	6	3,025	3	50%	3	50%	0	NA
50004-000	Album	1,787	3,369	6	3,025	1	17%	5	83%	0	NA
30170-000	Ductwork	1,778	3,373	6	3,025	3	50%	3	50%	0	NA
50584-100	Shower Enclosures	1,778	3,373	6	3,025	1	17%	5	83%	0	NA
86400-000	Swim Spas	1,707	3,414	6	3,025	0	NA	6	100%	0	NA
44090-000	Oil	1,679	3,428	6	3,025	3	50%	3	50%	0	NA
44105-000	Promotions	1,645	3,442	6	3,025	0	NA	6	100%	0	NA
80120-100	Directory Board	1,544	3,513	6	3,025	4	67%	2	33%	0	NA
30630-000	Smoke Stack	1,414	3,600	6	3,025	0	NA	6	100%	0	NA
80094-000	Bookcases	1,376	3,628	6	3,025	6	100%	0	NA	0	NA
60381-110	Tuxedo Sales	1,370	3,633	6	3,025	3	50%	3	50%	0	NA
80257-100	Drywall Repair	1,339	3,660	6	3,025	1	17%	5	83%	0	NA
50479-010	Party Bus Rental	1,336	3,662	6	3,025	1	17%	4	67%	1	17%

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
30343-000	Leather Goods Manufacturers Supplies	1,316	3,671	6	3,025	4	67%	2	33%	0	NA
80064-000	Barn Supplies	1,314	3,673	6	3,025	4	67%	2	33%	0	NA
50335-000	Hawaiian Products	1,295	3,693	6	3,025	3	50%	3	50%	0	NA
60468-000	Insect Control Devices	1,290	3,696	6	3,025	3	50%	3	50%	0	NA
30216-000	Apparel Fasteners	1,254	3,716	6	3,025	3	50%	3	50%	0	NA
50324-000	Door Guard	1,171	3,787	6	3,025	6	100%	0	NA	0	NA
30381-000	Meat Chopper	1,147	3,804	6	3,025	3	50%	3	50%	0	NA
61200-000	Online Investigative Journalism	1,125	3,820	6	3,025	0	NA	5	83%	1	17%
80412-000	Jewelry Engraver	1,058	3,881	6	3,025	6	100%	0	NA	0	NA
50260-100	Fireplace Repair	1,027	3,911	6	3,025	0	NA	6	100%	0	NA
50730-200	Destination Weddings	1,026	3,912	6	3,025	5	83%	1	17%	0	NA
10018-000	Cable Splicing	1,024	3,916	6	3,025	2	33%	4	67%	0	NA
60103-200	Airbag Repair	1,021	3,919	6	3,025	2	33%	4	67%	0	NA
80242-000	Disposable Products	1,014	3,924	6	3,025	0	NA	6	100%	0	NA
30383-000	Meat Packing Supplies	1,013	3,925	6	3,025	4	67%	2	33%	0	NA
60513-000	Public Library	963	3,965	6	3,025	3	50%	3	50%	0	NA
50078-100	Night Vision Equipment	909	4,010	6	3,025	4	67%	2	33%	0	NA
80076-000	Wholesale Bedding	908	4,011	6	3,025	1	17%	5	83%	0	NA
80773-000	Wholesale Wallpapers	725	4,205	6	3,025	6	100%	0	NA	0	NA
80491-000	Mirror Manufacturers	722	4,208	6	3,025	2	33%	4	67%	0	NA
50673-100	Cargo Trailers	700	4,231	6	3,025	0	NA	6	100%	0	NA
50145-000	Chains	694	4,238	6	3,025	1	17%	5	83%	0	NA
60902-100	Car Differential	694	4,238	6	3,025	1	17%	5	83%	0	NA
44111-000	Religion	614	4,340	6	3,025	2	33%	4	67%	0	NA
44091-010	Ophthalmologist	565	4,410	6	3,025	4	67%	2	33%	0	NA
60687-000	Physicist	538	4,439	6	3,025	4	67%	2	33%	0	NA
50708-100	Video Game Parts	511	4,476	6	3,025	2	33%	1	17%	3	50%
50592-100	Ski Equipment Rental	465	4,549	6	3,025	3	50%	3	50%	0	NA
60853-010	Spray Tanning Salon	423	4,629	6	3,025	1	17%	5	83%	0	NA
50529-000	Range and Oven Dealers	419	4,638	6	3,025	0	NA	6	100%	0	NA
70597-100	Satellite Equipment	406	4,663	6	3,025	1	17%	5	83%	0	NA
55598-000	Fan	402	4,671	6	3,025	1	17%	5	83%	0	NA
80770-000	Video Equipment Parts	401	4,672	6	3,025	3	50%	3	50%	0	NA
60574-000	Motel Reservations	326	4,825	6	3,025	2	33%	4	67%	0	NA
50171-000	Household Waste Compactor	323	4,830	6	3,025	1	17%	5	83%	0	NA
60259-100	Convention Services	301	4,874	6	3,025	3	50%	3	50%	0	NA
30771-200	Town Government	144	5,297	6	3,025	5	83%	1	17%	0	NA
70663-100	Fuel Tax Service	142	5,304	6	3,025	0	NA	6	100%	0	NA
60619-000	Observatory	68	5,653	6	3,025	1	17%	5	83%	0	NA
60346-100	Environmental Consulting	21,415	1,196	5	3,160	2	40%	3	60%	0	NA
85277-200	Litigation Support	20,247	1,221	5	3,160	1	20%	2	40%	2	40%
80031-000	Aquarium Manufacturers	17,478	1,336	5	3,160	3	60%	2	40%	0	NA
10035-101	Basement Finishing	15,396	1,433	5	3,160	5	100%	0	NA	0	NA
61059-000	Police and Fire Organizations	14,591	1,466	5	3,160	4	80%	1	20%	0	NA
85316-100	Retaining Wall Contractors	12,199	1,604	5	3,160	1	20%	4	80%	0	NA
65784-000	Home Study	10,229	1,752	5	3,160	2	40%	2	40%	1	20%
70636-000	Dump Truck	10,049	1,773	5	3,160	0	NA	4	80%	1	20%
80310-000	Wholesale Seafood	9,572	1,809	5	3,160	5	100%	0	NA	0	NA
61020-000	Personal Security Guard	9,132	1,851	5	3,160	4	80%	0	NA	1	20%
30369-000	Machinery Repair	8,312	1,944	5	3,160	1	20%	4	80%	0	NA
80744-000	Tractor Manufacturers	7,839	2,003	5	3,160	4	80%	1	20%	0	NA
10099-100	Deck Repair	7,404	2,049	5	3,160	2	40%	3	60%	0	NA
60199-100	In Home Child Care	7,185	2,077	5	3,160	3	60%	2	40%	0	NA
10128-000	Blasting Supplies	6,679	2,144	5	3,160	1	20%	4	80%	0	NA
65283-000	Guardian Protection Services	6,653	2,147	5	3,160	3	60%	2	40%	0	NA
85318-200	Interior Finishing	6,345	2,202	5	3,160	1	20%	4	80%	0	NA
20032-000	Senior Insurance	6,291	2,206	5	3,160	2	40%	2	40%	1	20%
10066-001	Residential Window Tinting	6,132	2,236	5	3,160	2	40%	3	60%	0	NA
60771-100	Promotional Items	6,106	2,240	5	3,160	1	20%	4	80%	0	NA
60075-119	Employment Lawyers	6,033	2,256	5	3,160	4	80%	1	20%	0	NA
25055-000	Judgment Recovery	6,019	2,258	5	3,160	1	20%	4	80%	0	NA
60620-000	Occupational Therapy	6,012	2,261	5	3,160	4	80%	1	20%	0	NA
30912-100	Elevator Installation	5,955	2,279	5	3,160	3	60%	2	40%	0	NA
30180-000	Electric Motor Distributor	5,838	2,292	5	3,160	1	20%	4	80%	0	NA
60516-000	Lie Detector	5,596	2,321	5	3,160	2	40%	3	60%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60749-000	Court Reporter	5,382	2,345	5	3,160	2	40%	3	60%	0	NA
30628-000	Precious Metal Refiners	5,306	2,350	5	3,160	5	100%	0	NA	0	NA
60094-110	Paintless Dent Repair	5,201	2,365	5	3,160	2	40%	3	60%	0	NA
30469-100	Paving Stones	5,157	2,375	5	3,160	1	20%	4	80%	0	NA
60306-100	Voice Over Training	5,121	2,386	5	3,160	1	20%	4	80%	0	NA
44106-000	Public Works and Government Services	4,874	2,435	5	3,160	2	40%	3	60%	0	NA
80171-000	Tobacco Wholesale	4,834	2,438	5	3,160	3	60%	2	40%	0	NA
80730-000	Ceramic Tile Manufacturers	4,688	2,469	5	3,160	3	60%	2	40%	0	NA
60107-100	Vintage Auto Repair	4,676	2,471	5	3,160	2	40%	3	60%	0	NA
50006-000	Alternators	4,561	2,505	5	3,160	4	80%	1	20%	0	NA
71300-000	Asset Evaluation	4,527	2,513	5	3,160	3	60%	2	40%	0	NA
60633-000	Packaging Design and Development	4,518	2,517	5	3,160	1	20%	3	60%	1	20%
00106-100	Online Animal Prescriptions	4,360	2,550	5	3,160	3	60%	1	20%	1	20%
10099-700	Vinyl Decking	4,326	2,557	5	3,160	4	80%	1	20%	0	NA
20030-000	Long Term Care Insurance	4,283	2,565	5	3,160	2	40%	3	60%	0	NA
50549-000	Roofing Equipment	4,081	2,603	5	3,160	3	60%	2	40%	0	NA
80532-000	Oxygen Producing Equipment	4,006	2,629	5	3,160	3	60%	2	40%	0	NA
30745-000	Wind Energy Systems	3,981	2,637	5	3,160	2	40%	3	60%	0	NA
60312-200	Air Duct System	3,912	2,651	5	3,160	1	20%	4	80%	0	NA
80371-000	Hardware Consultants	3,643	2,715	5	3,160	4	80%	1	20%	0	NA
70568-000	Messenger Service	3,619	2,719	5	3,160	2	40%	3	60%	0	NA
50553-000	Rubber Stamps	3,370	2,803	5	3,160	3	60%	2	40%	0	NA
30348-100	Home Elevator	3,328	2,812	5	3,160	4	80%	1	20%	0	NA
30051-000	Bookbinding	3,304	2,820	5	3,160	1	20%	3	60%	1	20%
80768-000	Ventilation	3,299	2,824	5	3,160	0	NA	5	100%	0	NA
89900-000	Unemployment Representation	3,269	2,837	5	3,160	3	60%	2	40%	0	NA
80073-000	Bearings	3,257	2,842	5	3,160	2	40%	3	60%	0	NA
10113-101	Plumbing Plan	3,241	2,846	5	3,160	5	100%	0	NA	0	NA
44119-100	Disinfecting Services	3,235	2,849	5	3,160	0	NA	5	100%	0	NA
85264-300	Wood Fence	3,212	2,859	5	3,160	3	60%	2	40%	0	NA
85000-000	Bee Removal	3,158	2,882	5	3,160	0	NA	5	100%	0	NA
50674-000	Boat Trailers	3,147	2,886	5	3,160	2	40%	3	60%	0	NA
50026-000	Art Restoration	3,145	2,887	5	3,160	4	80%	0	NA	1	20%
00112-000	Beekeeper	3,108	2,897	5	3,160	2	40%	2	40%	1	20%
60527-400	Water Remediation	3,089	2,903	5	3,160	3	60%	2	40%	0	NA
30712-000	Truck Manufacturers	3,088	2,904	5	3,160	3	60%	2	40%	0	NA
55539-000	Corporate	3,062	2,909	5	3,160	5	100%	0	NA	0	NA
70567-000	Marine Surveyor	2,967	2,938	5	3,160	3	60%	2	40%	0	NA
50033-000	Auto Air Conditioning Equipment	2,963	2,940	5	3,160	3	60%	2	40%	0	NA
30425-000	Oil Producers	2,906	2,950	5	3,160	2	40%	3	60%	0	NA
50710-000	Vinyl Repair	2,812	2,980	5	3,160	1	20%	4	80%	0	NA
60987-100	Acquisitions	2,772	2,999	5	3,160	5	100%	0	NA	0	NA
60470-100	Registered Interior Designer	2,661	3,031	5	3,160	5	100%	0	NA	0	NA
92000-200	Screen Company	2,448	3,097	5	3,160	3	60%	2	40%	0	NA
80701-000	Stress Relief Equipment	2,432	3,104	5	3,160	2	40%	3	60%	0	NA
60646-000	Patent Search	2,408	3,113	5	3,160	4	80%	1	20%	0	NA
60020-000	Guide Advertising	2,366	3,122	5	3,160	1	20%	4	80%	0	NA
50650-100	Radio Parts	2,313	3,138	5	3,160	0	NA	5	100%	0	NA
50333-100	Cabinet Hardware	2,186	3,189	5	3,160	3	60%	2	40%	0	NA
44103-000	Preservation and Restoration	2,140	3,203	5	3,160	1	20%	4	80%	0	NA
25053-100	Venture Capitalist	2,134	3,205	5	3,160	1	20%	4	80%	0	NA
50548-000	Rock Shop	2,092	3,218	5	3,160	4	80%	1	20%	0	NA
50260-110	Fireplace Service	2,079	3,224	5	3,160	2	40%	3	60%	0	NA
90021-850	Charity - Religious	2,056	3,234	5	3,160	2	40%	3	60%	0	NA
00149-000	Horticultural Consultants	2,021	3,254	5	3,160	2	40%	3	60%	0	NA
30007-000	Aircraft Manufacturers	1,911	3,306	5	3,160	0	NA	5	100%	0	NA
30437-000	Optical Imaging	1,877	3,322	5	3,160	4	80%	1	20%	0	NA
60075-146	Legal Malpractice Attorney	1,869	3,330	5	3,160	2	40%	3	60%	0	NA
50150-000	Chimes	1,794	3,364	5	3,160	0	NA	5	100%	0	NA
80766-000	Wholesale Variety Store Merchandise	1,724	3,406	5	3,160	2	40%	3	60%	0	NA
85256-000	Foreign Online Pharmacy	1,721	3,407	5	3,160	3	60%	2	40%	0	NA
70001-120	Golf Cart Repair	1,718	3,408	5	3,160	2	40%	3	60%	0	NA
70642-100	Web Conferencing	1,662	3,435	5	3,160	4	80%	1	20%	0	NA
60107-200	Suspension Repair	1,642	3,446	5	3,160	1	20%	4	80%	0	NA
50121-200	Cabinet Organizers	1,631	3,455	5	3,160	4	80%	1	20%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
50383-000	Ladder	1,592	3,478	5	3,160	0	NA	5	100%	0	NA
50685-010	Truck Equipment	1,582	3,484	5	3,160	2	40%	3	60%	0	NA
30719-000	Turbocharger	1,578	3,489	5	3,160	0	NA	5	100%	0	NA
30204-000	Metal Engraver	1,575	3,494	5	3,160	1	20%	4	80%	0	NA
80390-100	Hydroponics Supplies	1,557	3,504	5	3,160	2	40%	3	60%	0	NA
85500-000	Visually Impaired Products	1,533	3,521	5	3,160	3	60%	2	40%	0	NA
70547-000	Express and Transfer Service	1,503	3,540	5	3,160	4	80%	1	20%	0	NA
30303-000	Printer Ink	1,501	3,543	5	3,160	4	80%	1	20%	0	NA
50594-000	Smoke Detectors	1,470	3,552	5	3,160	5	100%	0	NA	0	NA
80767-000	Venetian Blind Manufacturer	1,464	3,557	5	3,160	4	80%	1	20%	0	NA
60041-000	Apartment Share	1,462	3,560	5	3,160	0	NA	5	100%	0	NA
65733-120	Chalet rentals	1,462	3,560	5	3,160	5	100%	0	NA	0	NA
50648-000	Telephone Parts	1,445	3,575	5	3,160	3	60%	1	20%	1	20%
60075-153	Arbitration Lawyers	1,441	3,576	5	3,160	4	80%	1	20%	0	NA
50546-000	Riding Apparel	1,419	3,596	5	3,160	3	60%	2	40%	0	NA
80795-000	Wiring Harness	1,402	3,611	5	3,160	1	20%	4	80%	0	NA
60927-100	Video Game Manufacturers	1,368	3,635	5	3,160	4	80%	1	20%	0	NA
60832-000	Statistical Service	1,355	3,648	5	3,160	5	100%	0	NA	0	NA
80552-000	Medical Equipment Repair	1,349	3,653	5	3,160	2	40%	3	60%	0	NA
00150-000	Humane Society	1,297	3,689	5	3,160	4	80%	1	20%	0	NA
50221-700	Cellar Doors	1,290	3,696	5	3,160	5	100%	0	NA	0	NA
50216-000	Doll Repair	1,259	3,714	5	3,160	1	20%	4	80%	0	NA
80044-000	Wholesale Car Stereos	1,249	3,722	5	3,160	1	20%	4	80%	0	NA
80575-000	Polishes	1,247	3,726	5	3,160	5	100%	0	NA	0	NA
80727-000	Textile Brokers	1,247	3,726	5	3,160	3	60%	2	40%	0	NA
50484-000	Pens and Pencils	1,210	3,760	5	3,160	1	20%	4	80%	0	NA
80578-000	Potato Chips	1,194	3,770	5	3,160	3	60%	2	40%	0	NA
80297-000	Filing Systems	1,116	3,825	5	3,160	2	40%	2	40%	1	20%
80669-120	Decorative Stone	1,096	3,839	5	3,160	1	20%	4	80%	0	NA
80400-000	Insecticide	1,095	3,840	5	3,160	3	60%	2	40%	0	NA
50490-100	Real Estate Photography	1,094	3,841	5	3,160	3	60%	2	40%	0	NA
05103-000	Agricultural Waste Management	1,093	3,844	5	3,160	1	20%	4	80%	0	NA
60172-114	Executive Coaching	1,059	3,880	5	3,160	3	60%	1	20%	1	20%
60909-100	Truck Lease	1,000	3,938	5	3,160	2	40%	3	60%	0	NA
30377-000	Coding and Marking	987	3,946	5	3,160	1	20%	4	80%	0	NA
60533-100	Meeting Management	966	3,959	5	3,160	3	60%	2	40%	0	NA
20045-020	Fee Only Financial Advisor	887	4,033	5	3,160	1	20%	4	80%	0	NA
80783-000	Water Works Equipment and Supplies	865	4,053	5	3,160	3	60%	2	40%	0	NA
60591-000	Rock Climbing Instruction	849	4,067	5	3,160	5	100%	0	NA	0	NA
80200-200	Controls	845	4,073	5	3,160	5	100%	0	NA	0	NA
50269-100	Banners	829	4,082	5	3,160	4	80%	1	20%	0	NA
31300-100	Therapy Supplies	814	4,099	5	3,160	3	60%	2	40%	0	NA
00151-030	Fishing Guide	806	4,108	5	3,160	4	80%	1	20%	0	NA
55577-000	Payment	787	4,123	5	3,160	2	40%	3	60%	0	NA
30113-000	Cocktail Mixes	727	4,200	5	3,160	5	100%	0	NA	0	NA
50365-000	Japanese Food	677	4,261	5	3,160	1	20%	4	80%	0	NA
60930-200	CD Player Repair	674	4,266	5	3,160	0	NA	5	100%	0	NA
80584-000	Jams	672	4,271	5	3,160	0	NA	5	100%	0	NA
10172-100	Weather Stripping	654	4,295	5	3,160	4	80%	1	20%	0	NA
80271-000	Electrolysis Equipment	650	4,299	5	3,160	3	60%	2	40%	0	NA
80786-100	Welding Equipment	646	4,305	5	3,160	3	60%	1	20%	1	20%
60038-000	Animation Mechanics	616	4,337	5	3,160	2	40%	3	60%	0	NA
70626-200	Golf Tour	534	4,445	5	3,160	1	20%	4	80%	0	NA
50737-110	Window Covers	491	4,512	5	3,160	2	40%	3	60%	0	NA
50552-000	Rubber Footwear	464	4,554	5	3,160	2	40%	2	40%	1	20%
44069-000	Innovation	454	4,570	5	3,160	3	60%	2	40%	0	NA
50544-110	Vegan Food	451	4,577	5	3,160	1	20%	3	60%	1	20%
30257-000	Clothes Hangers	434	4,611	5	3,160	2	40%	3	60%	0	NA
30593-100	Ice Sculptures	426	4,622	5	3,160	2	40%	3	60%	0	NA
60567-000	Model Car Racing	426	4,622	5	3,160	0	NA	5	100%	0	NA
80039-100	Hybrid Car Dealers	413	4,645	5	3,160	5	100%	0	NA	0	NA
30091-100	Catering Supplies	412	4,649	5	3,160	2	40%	1	20%	2	40%
80546-100	Perfume Manufacturers	382	4,700	5	3,160	2	40%	3	60%	0	NA
30206-100	Plastic Engraver	359	4,758	5	3,160	0	NA	5	100%	0	NA
60597-100	Music Arranger	329	4,822	5	3,160	1	20%	4	80%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
96000-910	Apostille	320	4,837	5	3,160	1	20%	4	80%	0	NA
60350-015	Commercial Appraisals	305	4,865	5	3,160	1	20%	4	80%	0	NA
80738-000	Tobacco Machines	253	4,991	5	3,160	2	40%	3	60%	0	NA
76200-000	Table Suppliers	173	5,201	5	3,160	5	100%	0	NA	0	NA
30529-000	Print Cutters	151	5,273	5	3,160	0	NA	5	100%	0	NA
44085-020	Pokeman Cards	99	5,479	5	3,160	2	40%	3	60%	0	NA
80321-100	Dehydrated Food	56	5,724	5	3,160	2	40%	3	60%	0	NA
10145-000	Steel Erectors	21,519	1,191	4	3,323	4	100%	0	NA	0	NA
60075-141	Civil Lawyer	17,741	1,318	4	3,323	3	75%	1	25%	0	NA
60306-000	Acting Classes	16,083	1,400	4	3,323	3	75%	1	25%	0	NA
60283-000	Adult Day Care	16,020	1,407	4	3,323	2	50%	2	50%	0	NA
80200-000	Control Systems	12,498	1,587	4	3,323	2	50%	2	50%	0	NA
89800-100	Stem Cell Nutrition	10,056	1,771	4	3,323	4	100%	0	NA	0	NA
85261-000	Crime Scene Clean Up	9,256	1,840	4	3,323	3	75%	1	25%	0	NA
60297-000	Detective Agency	8,760	1,887	4	3,323	3	75%	1	25%	0	NA
60688-000	Piano Tuners	8,631	1,906	4	3,323	3	75%	1	25%	0	NA
50221-500	Commercial Doors	8,364	1,937	4	3,323	2	50%	2	50%	0	NA
65569-000	Advance Fee Modeling Agencies	8,309	1,945	4	3,323	0	NA	4	100%	0	NA
55648-000	Safety Equipment	8,105	1,965	4	3,323	3	75%	1	25%	0	NA
80286-000	Industrial Fasteners	8,043	1,971	4	3,323	1	25%	3	75%	0	NA
30604-100	Sheet Metal Contractor	7,872	1,998	4	3,323	2	50%	2	50%	0	NA
50315-000	Glass Block	7,614	2,028	4	3,323	4	100%	0	NA	0	NA
60318-000	Editorial Services	7,361	2,054	4	3,323	2	50%	2	50%	0	NA
20084-000	Viatical Settlement	7,011	2,098	4	3,323	2	50%	1	25%	1	25%
60631-000	Organ and Tissue Donation	6,736	2,133	4	3,323	3	75%	1	25%	0	NA
10111-010	Repiping Specialists	6,075	2,249	4	3,323	4	100%	0	NA	0	NA
80794-000	Electrical Wiring	5,969	2,275	4	3,323	2	50%	2	50%	0	NA
30647-000	Steel Processing	5,890	2,287	4	3,323	1	25%	3	75%	0	NA
80458-000	Cultured Marble	5,800	2,298	4	3,323	3	75%	1	25%	0	NA
30242-000	Foundry	5,662	2,311	4	3,323	2	50%	1	25%	1	25%
10177-400	Disability Remodeling	5,635	2,316	4	3,323	3	75%	1	25%	0	NA
10125-020	Water Leak Repair	5,234	2,360	4	3,323	4	100%	0	NA	0	NA
20026-000	Funeral Insurance	5,131	2,383	4	3,323	3	75%	1	25%	0	NA
85331-300	Parenting Classes	5,078	2,397	4	3,323	1	25%	3	75%	0	NA
85296-500	Senior Move Manager	4,989	2,418	4	3,323	2	50%	2	50%	0	NA
80518-200	Oil Tank Removal	4,911	2,429	4	3,323	3	75%	1	25%	0	NA
60795-000	Sharpening	4,685	2,470	4	3,323	2	50%	2	50%	0	NA
50559-200	Window Screens	4,601	2,496	4	3,323	2	50%	2	50%	0	NA
50100-000	Clay Bricks	4,595	2,498	4	3,323	3	75%	1	25%	0	NA
30752-000	Wire	4,465	2,526	4	3,323	3	75%	1	25%	0	NA
60464-000	Industrial Development	4,304	2,561	4	3,323	3	75%	1	25%	0	NA
70575-000	Paging Equipment	4,242	2,572	4	3,323	3	75%	1	25%	0	NA
60475-000	Inventory Services	4,225	2,576	4	3,323	0	NA	4	100%	0	NA
70643-000	Cold Storage Warehouse	4,015	2,624	4	3,323	1	25%	3	75%	0	NA
30489-000	Pipe Line Companies	3,809	2,674	4	3,323	4	100%	0	NA	0	NA
10165-000	Ventilating Contractors	3,704	2,692	4	3,323	3	75%	1	25%	0	NA
30407-000	Molds	3,703	2,694	4	3,323	2	50%	2	50%	0	NA
60532-100	Leadership Development	3,647	2,713	4	3,323	0	NA	3	75%	1	25%
85380-000	Bat Removal	3,647	2,713	4	3,323	3	75%	1	25%	0	NA
20004-100	Surety Bonds	3,599	2,730	4	3,323	4	100%	0	NA	0	NA
60549-100	Medical Coding	3,595	2,733	4	3,323	1	25%	3	75%	0	NA
50078-000	Binoculars	3,478	2,772	4	3,323	3	75%	1	25%	0	NA
80434-000	Lightning Protection	3,409	2,793	4	3,323	4	100%	0	NA	0	NA
60837-000	Storm Window Repair	3,331	2,810	4	3,323	3	75%	1	25%	0	NA
60935-000	Washer and Dryer Repair	3,331	2,810	4	3,323	3	75%	1	25%	0	NA
80461-000	Prefabricated Masonry Panels	3,316	2,817	4	3,323	1	25%	3	75%	0	NA
30129-000	Condiments and Sauces	3,307	2,819	4	3,323	2	50%	2	50%	0	NA
60033-100	Alcoholism Treatment	3,234	2,850	4	3,323	1	25%	2	50%	1	25%
70545-200	Power Line Construction	3,209	2,862	4	3,323	2	50%	2	50%	0	NA
55622-000	Steel	3,194	2,870	4	3,323	1	25%	3	75%	0	NA
85343-100	Spray On Truck Bed Liner	3,166	2,881	4	3,323	2	50%	2	50%	0	NA
60046-000	Antique Appraisal	3,143	2,889	4	3,323	2	50%	1	25%	1	25%
30550-000	Racks	3,130	2,891	4	3,323	3	75%	1	25%	0	NA
60509-100	Fiduciary	3,034	2,914	4	3,323	2	50%	2	50%	0	NA
50252-100	Fence Staining	2,971	2,937	4	3,323	1	25%	3	75%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
30469-000	Paving Materials	2,945	2,942	4	3,323	2	50%	2	50%	0	NA
60075-124	Mediation Attorney	2,905	2,951	4	3,323	2	50%	2	50%	0	NA
15051-000	Emergency Shelter	2,861	2,964	4	3,323	0	NA	4	100%	0	NA
10156-000	Tennis Court Construction	2,846	2,967	4	3,323	2	50%	2	50%	0	NA
30371-100	CNC Machining	2,798	2,984	4	3,323	2	50%	2	50%	0	NA
80121-000	Burial Vaults	2,788	2,989	4	3,323	3	75%	1	25%	0	NA
30443-000	Packaging Machinery	2,702	3,019	4	3,323	2	50%	2	50%	0	NA
60560-000	Midwives	2,649	3,037	4	3,323	4	100%	0	NA	0	NA
80527-000	Waste Oil	2,593	3,047	4	3,323	4	100%	0	NA	0	NA
30524-000	Power Transmission	2,575	3,056	4	3,323	1	25%	3	75%	0	NA
30272-000	Work Gloves	2,564	3,061	4	3,323	4	100%	0	NA	0	NA
50505-000	Plaster	2,546	3,065	4	3,323	1	25%	3	75%	0	NA
30160-000	Disinfectants and Germicides	2,524	3,074	4	3,323	3	75%	1	25%	0	NA
50480-200	Halloween Decorations	2,516	3,076	4	3,323	0	NA	4	100%	0	NA
80449-000	Lubricants	2,505	3,081	4	3,323	4	100%	0	NA	0	NA
30006-000	Aircraft Engines	2,499	3,082	4	3,323	0	NA	3	75%	1	25%
10172-000	Weatherization	2,487	3,086	4	3,323	2	50%	2	50%	0	NA
60822-000	Sperm Bank	2,437	3,101	4	3,323	3	75%	1	25%	0	NA
50793-000	Motor Coach Companies	2,421	3,109	4	3,323	0	NA	4	100%	0	NA
00130-000	Fish Hatchery	2,350	3,131	4	3,323	0	NA	4	100%	0	NA
60781-010	Secondary School	2,350	3,131	4	3,323	4	100%	0	NA	0	NA
80154-000	Check Cashing Protection Systems	2,299	3,144	4	3,323	4	100%	0	NA	0	NA
50562-000	Seat Belts	2,290	3,148	4	3,323	4	100%	0	NA	0	NA
60520-000	Literary Agents	2,277	3,156	4	3,323	0	NA	4	100%	0	NA
10182-500	Hydronic Heating	2,266	3,159	4	3,323	1	25%	3	75%	0	NA
30431-000	Lubricating Oil	2,108	3,211	4	3,323	2	50%	2	50%	0	NA
60622-000	Odor Neutralizer	2,097	3,215	4	3,323	2	50%	2	50%	0	NA
60538-001	Mobile Marketing Consultants	2,093	3,217	4	3,323	2	50%	2	50%	0	NA
50337-200	Hearing Tests	2,069	3,228	4	3,323	3	75%	1	25%	0	NA
88100-000	Employee Assistance Program	2,050	3,237	4	3,323	2	50%	2	50%	0	NA
50437-000	Moped	2,022	3,252	4	3,323	2	50%	2	50%	0	NA
60141-000	Pool Hall	2,022	3,252	4	3,323	1	25%	3	75%	0	NA
60906-000	Travel Escorts	2,015	3,256	4	3,323	3	75%	1	25%	0	NA
60383-000	Fraternal Organizations	1,994	3,267	4	3,323	4	100%	0	NA	0	NA
55543-000	Child Safety	1,966	3,279	4	3,323	3	75%	1	25%	0	NA
30534-100	Letterpress Printing	1,954	3,285	4	3,323	3	75%	1	25%	0	NA
55672-000	Marble	1,934	3,298	4	3,323	2	50%	2	50%	0	NA
44068-000	Industrial	1,919	3,304	4	3,323	3	75%	1	25%	0	NA
10066-010	Glass Tinting	1,906	3,309	4	3,323	2	50%	2	50%	0	NA
60296-000	Desktop Publishing	1,895	3,316	4	3,323	3	75%	1	25%	0	NA
30344-000	Wholesale Leather Goods	1,874	3,324	4	3,323	2	50%	2	50%	0	NA
80071-000	Battery Storage Wholesale	1,856	3,338	4	3,323	2	50%	2	50%	0	NA
20062-000	Real Estate Maintenance Protection Plan	1,804	3,359	4	3,323	3	75%	1	25%	0	NA
57000-000	Private Health Services Plan	1,763	3,382	4	3,323	4	100%	0	NA	0	NA
50284-000	Fuel Injection System	1,693	3,423	4	3,323	1	25%	3	75%	0	NA
80167-000	Chiropractor Equipment	1,659	3,436	4	3,323	3	75%	1	25%	0	NA
20085-100	Child Support Enforcement	1,644	3,444	4	3,323	3	75%	1	25%	0	NA
30094-000	Ceramics Supplies	1,633	3,453	4	3,323	2	50%	2	50%	0	NA
60535-000	Mapping Services	1,576	3,492	4	3,323	4	100%	0	NA	0	NA
50064-000	Battery Rebuild	1,553	3,505	4	3,323	2	50%	2	50%	0	NA
30168-000	Drive Shaft	1,515	3,534	4	3,323	3	75%	1	25%	0	NA
30045-000	Bins	1,504	3,539	4	3,323	2	50%	2	50%	0	NA
60465-000	Industrial Hygiene Consultants	1,469	3,553	4	3,323	1	25%	3	75%	0	NA
80675-000	Speaker Repair	1,441	3,576	4	3,323	4	100%	0	NA	0	NA
70524-100	Canoeing	1,427	3,589	4	3,323	3	75%	1	25%	0	NA
50200-000	Dance Supplies	1,410	3,604	4	3,323	0	NA	4	100%	0	NA
80644-000	Ship Broker	1,378	3,627	4	3,323	4	100%	0	NA	0	NA
30302-000	Ink Manufacturers Materials	1,361	3,639	4	3,323	3	75%	1	25%	0	NA
30449-000	Plastic Cups	1,355	3,648	4	3,323	3	75%	1	25%	0	NA
50721-000	Water Skiing Equipment	1,349	3,653	4	3,323	3	75%	1	25%	0	NA
70654-000	Bingo Hall	1,344	3,657	4	3,323	0	NA	4	100%	0	NA
60587-000	Motion Picture Projection Service	1,339	3,660	4	3,323	4	100%	0	NA	0	NA
80750-000	Tree Service Equipment	1,321	3,668	4	3,323	3	75%	1	25%	0	NA
30178-000	Electric Instruments	1,317	3,670	4	3,323	1	25%	3	75%	0	NA
50328-000	Gymnastics Equipment	1,309	3,679	4	3,323	1	25%	3	75%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60794-000	Sewing Classes	1,299	3,686	4	3,323	0	NA	4	100%	0	NA
60122-000	Ballroom	1,238	3,736	4	3,323	1	25%	3	75%	0	NA
10099-200	Walkway Designs	1,212	3,759	4	3,323	2	50%	2	50%	0	NA
50620-110	Door Service	1,199	3,765	4	3,323	1	25%	3	75%	0	NA
50745-000	Yogurt	1,194	3,770	4	3,323	0	NA	4	100%	0	NA
50541-000	Refrigerator Manufacturers	1,187	3,779	4	3,323	1	25%	3	75%	0	NA
50220-000	Door Frame	1,184	3,783	4	3,323	4	100%	0	NA	0	NA
30333-000	Lathes	1,170	3,788	4	3,323	0	NA	4	100%	0	NA
50054-000	Bamboo Products	1,145	3,805	4	3,323	1	25%	3	75%	0	NA
80162-000	Chimney Cleaning Equipment	1,134	3,810	4	3,323	0	NA	4	100%	0	NA
60637-102	Fire Mitigation	1,126	3,818	4	3,323	4	100%	0	NA	0	NA
50090-000	Bowling Accessories	1,125	3,820	4	3,323	0	NA	4	100%	0	NA
50481-200	Jumping Balloons	1,094	3,841	4	3,323	1	25%	3	75%	0	NA
70560-100	Construction Material Landfills	1,081	3,855	4	3,323	4	100%	0	NA	0	NA
80178-000	Wholesale Clocks	1,080	3,856	4	3,323	2	50%	2	50%	0	NA
30305-000	Inspection Devices Industrial	1,072	3,867	4	3,323	4	100%	0	NA	0	NA
30599-000	Seismic Retrofit	1,072	3,867	4	3,323	4	100%	0	NA	0	NA
30199-000	Embroidery Design	1,050	3,887	4	3,323	0	NA	4	100%	0	NA
72102-000	Pub Food	1,047	3,891	4	3,323	1	25%	3	75%	0	NA
50583-100	Shopping Center	1,036	3,905	4	3,323	1	25%	2	50%	1	25%
30633-000	Soap Making	1,033	3,908	4	3,323	2	50%	2	50%	0	NA
00111-000	Aquaculture	1,031	3,909	4	3,323	3	75%	1	25%	0	NA
30589-000	Screen Printing Equipment	1,023	3,918	4	3,323	3	75%	1	25%	0	NA
85277-100	Technology Litigation	1,003	3,936	4	3,323	2	50%	2	50%	0	NA
50076-100	Pool Table Repair	993	3,943	4	3,323	2	50%	2	50%	0	NA
80106-000	Wooded Boxes	973	3,956	4	3,323	1	25%	3	75%	0	NA
90021-200	Charity - Cancer	963	3,965	4	3,323	4	100%	0	NA	0	NA
50115-000	Bullet-Resistant Equipment	951	3,975	4	3,323	3	75%	1	25%	0	NA
85353-000	Pay Phones	949	3,977	4	3,323	4	100%	0	NA	0	NA
60942-000	Weather Forecast Service	948	3,978	4	3,323	3	75%	1	25%	0	NA
60892-000	Tractor Rentals	934	3,986	4	3,323	4	100%	0	NA	0	NA
50466-100	Optical Supplies	919	4,002	4	3,323	3	75%	1	25%	0	NA
30465-000	Parking Garage Equipment	838	4,075	4	3,323	1	25%	3	75%	0	NA
30439-100	Brick Pizza Oven	822	4,090	4	3,323	1	25%	3	75%	0	NA
30083-000	Carbon Products	809	4,105	4	3,323	1	25%	3	75%	0	NA
60115-100	Industrial Ultrasound	796	4,115	4	3,323	2	50%	2	50%	0	NA
60154-100	Kayak Lessons	793	4,119	4	3,323	4	100%	0	NA	0	NA
10080-100	Building Movers	786	4,125	4	3,323	0	NA	4	100%	0	NA
50137-000	Catalog Showroom	765	4,149	4	3,323	3	75%	1	25%	0	NA
30385-000	Menu Service	755	4,162	4	3,323	3	75%	1	25%	0	NA
85264-020	Invisible Fencing	752	4,167	4	3,323	3	75%	1	25%	0	NA
80253-000	Driving Training Equipment	747	4,173	4	3,323	1	25%	3	75%	0	NA
30593-000	Sculptor	732	4,191	4	3,323	2	50%	2	50%	0	NA
60304-000	Divers	722	4,208	4	3,323	3	75%	1	25%	0	NA
60109-000	Sunroof	705	4,226	4	3,323	2	50%	2	50%	0	NA
50514-000	Pretzel	677	4,261	4	3,323	1	25%	3	75%	0	NA
50380-000	Kosher Food	663	4,283	4	3,323	3	75%	1	25%	0	NA
80359-000	Car Diffuser	660	4,287	4	3,323	3	75%	1	25%	0	NA
83000-100	Green Products	659	4,289	4	3,323	3	75%	1	25%	0	NA
75597-100	GPS Rental	650	4,299	4	3,323	2	50%	2	50%	0	NA
50370-000	Motor Karts	603	4,358	4	3,323	2	50%	1	25%	1	25%
60637-000	Parapsychologist	600	4,362	4	3,323	2	50%	2	50%	0	NA
80108-000	Branding Tools	589	4,375	4	3,323	2	50%	2	50%	0	NA
50036-200	Car Guards	576	4,393	4	3,323	0	NA	4	100%	0	NA
50252-020	Gate Repair	570	4,402	4	3,323	1	25%	3	75%	0	NA
72100-000	Bistro	502	4,489	4	3,323	2	50%	2	50%	0	NA
80545-000	Wholesale Pencils	498	4,499	4	3,323	3	75%	1	25%	0	NA
30516-010	Porches	487	4,520	4	3,323	0	NA	4	100%	0	NA
80178-100	Clock Manufacturers	485	4,527	4	3,323	3	75%	1	25%	0	NA
80565-000	Pipe Reconditioning	465	4,549	4	3,323	0	NA	4	100%	0	NA
44003-000	Airplanes	458	4,564	4	3,323	3	75%	1	25%	0	NA
30689-100	Infrared Thermography	449	4,580	4	3,323	2	50%	2	50%	0	NA
80414-000	Jigs and Fixtures	448	4,583	4	3,323	0	NA	4	100%	0	NA
85272-010	Educational Technology	443	4,598	4	3,323	1	25%	3	75%	0	NA
30702-100	Tool Maker	440	4,601	4	3,323	4	100%	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
80400-100	Insect Breeder	435	4,609	4	3,323	3	75%	1	25%	0	NA
30741-100	Water Cooler Supplies	411	4,653	4	3,323	3	75%	1	25%	0	NA
30234-000	Floodlights	389	4,691	4	3,323	0	NA	4	100%	0	NA
80619-000	Salad	389	4,691	4	3,323	1	25%	3	75%	0	NA
30269-100	Glassware Manufacturer	349	4,781	4	3,323	1	25%	2	50%	1	25%
85328-050	Granite and Marble Repair	298	4,883	4	3,323	2	50%	2	50%	0	NA
80223-000	Industrial Crystals	287	4,910	4	3,323	1	25%	3	75%	0	NA
30282-100	Gymnasium Supplies	263	4,962	4	3,323	0	NA	3	75%	1	25%
50326-210	BB Guns	227	5,055	4	3,323	4	100%	0	NA	0	NA
70556-000	Hang Gliding	188	5,146	4	3,323	3	75%	1	25%	0	NA
80761-100	Upholstery Fabric Manufacturers	174	5,194	4	3,323	3	75%	1	25%	0	NA
60154-200	Sailing School	172	5,205	4	3,323	2	50%	2	50%	0	NA
80589-100	Pump Parts	162	5,243	4	3,323	2	50%	2	50%	0	NA
80758-000	Typewriter Supplies	106	5,444	4	3,323	4	100%	0	NA	0	NA
70590-100	Wood Recycling	80	5,580	4	3,323	1	25%	2	50%	1	25%
00176-000	Oilfield Service	21,321	1,199	3	3,526	2	67%	1	33%	0	NA
00216-000	Timber Companies	13,429	1,533	3	3,526	2	67%	1	33%	0	NA
30448-000	Pallets	12,809	1,568	3	3,526	2	67%	1	33%	0	NA
85313-000	Industrial Contractors	11,779	1,635	3	3,526	2	67%	1	33%	0	NA
85302-000	Stump Removal	10,120	1,766	3	3,526	1	33%	2	67%	0	NA
60368-000	Fire Protection Consultant	8,954	1,867	3	3,526	2	67%	1	33%	0	NA
80478-000	Metal Specialties	7,682	2,020	3	3,526	3	100%	0	NA	0	NA
60243-000	Computer Rental	7,265	2,068	3	3,526	2	67%	1	33%	0	NA
30187-000	Electronic Equipment Testing	7,003	2,100	3	3,526	3	100%	0	NA	0	NA
85337-000	Backflow Testing	6,856	2,121	3	3,526	2	67%	1	33%	0	NA
85269-000	Home Staging	6,749	2,132	3	3,526	2	67%	1	33%	0	NA
30202-000	Gas Engine	6,625	2,150	3	3,526	2	67%	1	33%	0	NA
84000-000	Medical Tourism	6,266	2,217	3	3,526	3	100%	0	NA	0	NA
30535-000	Printing Broker	6,265	2,218	3	3,526	1	33%	2	67%	0	NA
80443-000	Livestock Supplies	6,191	2,228	3	3,526	3	100%	0	NA	0	NA
30371-000	Custom Machinery	6,113	2,239	3	3,526	1	33%	2	67%	0	NA
60702-000	Porcelain Enamel Repair	5,427	2,339	3	3,526	0	NA	3	100%	0	NA
15058-100	Hardwood Floor Maintenance	5,348	2,348	3	3,526	2	67%	1	33%	0	NA
30054-000	Corrugated Boxes	5,200	2,367	3	3,526	0	NA	3	100%	0	NA
10021-000	Carpet and Rug Repair	5,005	2,413	3	3,526	2	67%	1	33%	0	NA
55524-000	Commercial Building	4,775	2,451	3	3,526	0	NA	3	100%	0	NA
20023-010	Flood Insurance	4,631	2,484	3	3,526	3	100%	0	NA	0	NA
80495-000	Molding	4,620	2,485	3	3,526	2	67%	1	33%	0	NA
80228-000	Wholesale Dairy Products	4,618	2,487	3	3,526	1	33%	2	67%	0	NA
66000-100	Jewelry Appraisal	4,470	2,524	3	3,526	1	33%	2	67%	0	NA
50790-000	Rescue Equipment	4,466	2,525	3	3,526	0	NA	3	100%	0	NA
70639-100	Water Hauling Truck	4,448	2,530	3	3,526	1	33%	2	67%	0	NA
70605-100	Commercial Snow Removal Service	4,335	2,555	3	3,526	2	67%	1	33%	0	NA
60669-101	Surrogacy	4,157	2,588	3	3,526	1	33%	2	67%	0	NA
80695-000	Stock Certificates	4,077	2,604	3	3,526	1	33%	0	NA	2	67%
20013-300	Wealth Management	4,005	2,630	3	3,526	2	67%	1	33%	0	NA
20058-000	Oil Royalties	3,893	2,655	3	3,526	1	33%	2	67%	0	NA
50429-000	Minerals	3,855	2,664	3	3,526	2	67%	1	33%	0	NA
60537-100	Market Analysis	3,770	2,680	3	3,526	0	NA	3	100%	0	NA
30776-100	Defense Contractors	3,572	2,738	3	3,526	0	NA	3	100%	0	NA
20055-000	Oil Leases	3,556	2,742	3	3,526	0	NA	3	100%	0	NA
55641-000	Office Services	3,491	2,764	3	3,526	2	67%	1	33%	0	NA
60237-000	Computer Bulletin Boards	3,375	2,802	3	3,526	0	NA	0	NA	3	100%
30453-000	Paper Distributors	3,368	2,805	3	3,526	0	NA	3	100%	0	NA
50206-000	Diesel Fuel	3,328	2,812	3	3,526	3	100%	0	NA	0	NA
00128-101	Organic Farms	3,275	2,834	3	3,526	3	100%	0	NA	0	NA
80317-000	Foam Rubber	3,267	2,838	3	3,526	3	100%	0	NA	0	NA
80193-000	Concrete Aggregates	3,212	2,859	3	3,526	0	NA	3	100%	0	NA
10007-000	Blasting Contractors	3,188	2,873	3	3,526	1	33%	1	33%	1	33%
50385-000	Lamp Shades	3,079	2,906	3	3,526	0	NA	3	100%	0	NA
60613-100	Nurse Practitioner	3,060	2,910	3	3,526	3	100%	0	NA	0	NA
61027-100	Hazardous Material Removal	3,056	2,911	3	3,526	1	33%	2	67%	0	NA
65544-000	Laser Therapy	3,028	2,916	3	3,526	3	100%	0	NA	0	NA
60019-000	Radio Advertising	2,994	2,925	3	3,526	3	100%	0	NA	0	NA
80008-000	Adhesive	2,986	2,930	3	3,526	2	67%	1	33%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
80473-000	Metal Detectors	2,870	2,959	3	3,526	3	100%	0	NA	0	NA
60096-100	Automobile Reconditioned Detailing	2,826	2,976	3	3,526	3	100%	0	NA	0	NA
80696-100	Stone Slinger	2,780	2,991	3	3,526	2	67%	1	33%	0	NA
30183-000	Electric Supplies Manufacturers	2,779	2,993	3	3,526	1	33%	2	67%	0	NA
50253-000	Fence Fittings	2,778	2,994	3	3,526	3	100%	0	NA	0	NA
80401-100	Insulation Removal	2,766	3,001	3	3,526	3	100%	0	NA	0	NA
50559-100	Security Door Screen	2,757	3,002	3	3,526	0	NA	2	67%	1	33%
80413-000	Jewelry Findings	2,723	3,012	3	3,526	3	100%	0	NA	0	NA
55623-000	Office Documents	2,581	3,052	3	3,526	1	33%	2	67%	0	NA
85348-000	Child Care Referral	2,536	3,069	3	3,526	3	100%	0	NA	0	NA
80148-000	Cash Registers	2,526	3,073	3	3,526	1	33%	2	67%	0	NA
90029-000	Foreign Lottery	2,524	3,074	3	3,526	0	NA	2	67%	1	33%
60065-000	Commercial Artist	2,494	3,085	3	3,526	1	33%	2	67%	0	NA
80698-000	Crushed Stone	2,484	3,088	3	3,526	1	33%	2	67%	0	NA
50072-000	Bible	2,426	3,108	3	3,526	3	100%	0	NA	0	NA
60107-800	Fleet Maintenance	2,413	3,111	3	3,526	3	100%	0	NA	0	NA
80176-000	Cleaning Compounds	2,384	3,116	3	3,526	1	33%	2	67%	0	NA
60487-400	Clinical Trials	2,379	3,118	3	3,526	1	33%	2	67%	0	NA
30653-000	Store Fixtures	2,377	3,119	3	3,526	1	33%	1	33%	1	33%
60708-000	Proofreading	2,371	3,120	3	3,526	3	100%	0	NA	0	NA
85301-100	Soil Testing	2,364	3,124	3	3,526	2	67%	1	33%	0	NA
10050-010	Dirt Work	2,354	3,130	3	3,526	0	NA	3	100%	0	NA
60553-000	Merchandise Broker	2,284	3,152	3	3,526	1	33%	2	67%	0	NA
50575-000	Shingles	2,256	3,163	3	3,526	2	67%	1	33%	0	NA
50002-000	Aircraft Brokers	2,242	3,171	3	3,526	2	67%	1	33%	0	NA
80581-000	Poultry Equipment	2,237	3,173	3	3,526	3	100%	0	NA	0	NA
50015-000	Antique Reproduction	2,162	3,195	3	3,526	2	67%	1	33%	0	NA
80156-000	Cheese	2,157	3,196	3	3,526	1	33%	2	67%	0	NA
60075-138	Lemon Law Attorney	2,084	3,222	3	3,526	2	67%	1	33%	0	NA
30046-000	Biological Products	2,028	3,247	3	3,526	2	67%	1	33%	0	NA
10001-000	Acoustical Consultant	2,007	3,262	3	3,526	3	100%	0	NA	0	NA
30398-000	Microscope	1,988	3,269	3	3,526	3	100%	0	NA	0	NA
80621-100	Gravel	1,948	3,289	3	3,526	1	33%	2	67%	0	NA
60299-000	Diaper Service	1,943	3,293	3	3,526	1	33%	2	67%	0	NA
60329-000	Government Employment Service	1,909	3,307	3	3,526	3	100%	0	NA	0	NA
55620-000	Plastics	1,895	3,316	3	3,526	1	33%	2	67%	0	NA
60507-100	Seminar Marketing	1,867	3,331	3	3,526	2	67%	1	33%	0	NA
00188-000	Oil Crude Purchasing	1,821	3,354	3	3,526	0	NA	3	100%	0	NA
60814-000	Smoking Cessation	1,803	3,360	3	3,526	2	67%	1	33%	0	NA
60088-100	Auction Supplies	1,777	3,376	3	3,526	0	NA	3	100%	0	NA
60145-000	Birthing Center	1,769	3,379	3	3,526	1	33%	2	67%	0	NA
80682-000	Spraying Equipment	1,762	3,384	3	3,526	2	67%	1	33%	0	NA
60340-100	Fuel Injection Parts	1,745	3,394	3	3,526	3	100%	0	NA	0	NA
70534-000	Horse Carriage	1,730	3,400	3	3,526	1	33%	2	67%	0	NA
30388-000	Metal Forming	1,728	3,401	3	3,526	1	33%	2	67%	0	NA
50233-000	Dry Goods	1,686	3,426	3	3,526	1	33%	2	67%	0	NA
70550-000	Freight Consolidation	1,672	3,430	3	3,526	3	100%	0	NA	0	NA
30787-100	Diving Services	1,643	3,445	3	3,526	1	33%	2	67%	0	NA
30750-000	Non-Electric Wire and Cable	1,633	3,453	3	3,526	1	33%	2	67%	0	NA
50558-000	Decorative Screens	1,579	3,487	3	3,526	3	100%	0	NA	0	NA
30542-000	Publishers Representatives	1,578	3,489	3	3,526	1	33%	2	67%	0	NA
50144-000	Decorative Ceramic	1,535	3,520	3	3,526	2	67%	1	33%	0	NA
10006-320	Commercial Renovation	1,479	3,549	3	3,526	2	67%	1	33%	0	NA
10083-010	Land Leveling	1,468	3,555	3	3,526	1	33%	2	67%	0	NA
60250-100	Concrete Sealers	1,456	3,566	3	3,526	1	33%	2	67%	0	NA
80277-000	Wholesale Envelopes	1,455	3,567	3	3,526	3	100%	0	NA	0	NA
50440-100	Motorcycle Consignment	1,438	3,579	3	3,526	2	67%	1	33%	0	NA
00190-000	Orchard	1,434	3,581	3	3,526	2	67%	1	33%	0	NA
60505-100	Leather Restoration	1,432	3,582	3	3,526	2	67%	1	33%	0	NA
85327-100	Fiberglass Bath	1,427	3,589	3	3,526	2	67%	1	33%	0	NA
80149-000	Cement Manufacturers	1,412	3,602	3	3,526	1	33%	2	67%	0	NA
60741-000	Reflexologist	1,405	3,608	3	3,526	1	33%	2	67%	0	NA
10180-000	Pipe Fitter	1,402	3,611	3	3,526	3	100%	0	NA	0	NA
20057-000	Oil Property Management	1,395	3,614	3	3,526	1	33%	2	67%	0	NA
50051-000	Bagel	1,387	3,620	3	3,526	2	67%	1	33%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
80018-000	Aircraft Tools	1,379	3,626	3	3,526	0	NA	3	100%	0	NA
60376-000	Floral Design Classes	1,356	3,645	3	3,526	1	33%	2	67%	0	NA
30516-000	Porch Shades	1,313	3,674	3	3,526	2	67%	1	33%	0	NA
60275-000	Crvogenics	1,307	3,680	3	3,526	0	NA	3	100%	0	NA
50274-000	Floor Treatment Compounds	1,306	3,681	3	3,526	2	67%	1	33%	0	NA
50376-000	Knit Goods	1,301	3,685	3	3,526	1	33%	2	67%	0	NA
60002-000	Abortion Services	1,287	3,698	3	3,526	1	33%	2	67%	0	NA
70611-000	Liquid Storage	1,287	3,698	3	3,526	1	33%	2	67%	0	NA
60263-000	Copywriter	1,283	3,700	3	3,526	1	33%	2	67%	0	NA
70617-000	Telegraph Service	1,283	3,700	3	3,526	0	NA	3	100%	0	NA
80632-000	Screen Manufacturers Equipment and Supplies	1,277	3,703	3	3,526	2	67%	1	33%	0	NA
30012-000	Amusement Park Equipment	1,249	3,722	3	3,526	3	100%	0	NA	0	NA
60879-000	Theatrical Managers and Producers	1,247	3,726	3	3,526	3	100%	0	NA	0	NA
50662-000	Tool Holders	1,241	3,734	3	3,526	3	100%	0	NA	0	NA
50525-000	Citizen Band Radios	1,232	3,739	3	3,526	3	100%	0	NA	0	NA
60404-200	Tempered Glass	1,224	3,745	3	3,526	0	NA	3	100%	0	NA
60273-000	Crisis Intervention Services	1,220	3,749	3	3,526	1	33%	2	67%	0	NA
60183-000	Carnival	1,187	3,779	3	3,526	2	67%	1	33%	0	NA
30777-000	Police Department	1,177	3,784	3	3,526	0	NA	3	100%	0	NA
50692-000	Upholstery Supplies	1,174	3,785	3	3,526	2	67%	1	33%	0	NA
30209-000	Metal and Glass Etched Products	1,156	3,798	3	3,526	2	67%	1	33%	0	NA
50221-100	Patio Doors	1,152	3,800	3	3,526	1	33%	2	67%	0	NA
50229-000	Drawing Supplies	1,114	3,826	3	3,526	1	33%	2	67%	0	NA
10026-100	Chimney Builders	1,104	3,835	3	3,526	0	NA	3	100%	0	NA
60944-100	Wedding Ceremonies	1,101	3,836	3	3,526	2	67%	0	NA	1	33%
90021-960	Charity - Food Bank	1,088	3,849	3	3,526	3	100%	0	NA	0	NA
60469-200	Home Renovation Inspection	1,087	3,850	3	3,526	0	NA	2	67%	1	33%
55657-000	Keys	1,077	3,859	3	3,526	2	67%	1	33%	0	NA
80092-000	Boiler Supplies	1,076	3,861	3	3,526	3	100%	0	NA	0	NA
30617-000	Sign Maintenance	1,075	3,862	3	3,526	1	33%	1	33%	1	33%
50750-100	Helicopter Rental	1,055	3,883	3	3,526	0	NA	2	67%	1	33%
00148-000	Horseshoeing	1,044	3,893	3	3,526	2	67%	1	33%	0	NA
44085-030	Pokemon Cards	1,042	3,896	3	3,526	1	33%	2	67%	0	NA
60384-100	Sororities	1,040	3,899	3	3,526	1	33%	2	67%	0	NA
60015-000	Movie Advertising	1,038	3,903	3	3,526	0	NA	3	100%	0	NA
60128-000	Batting Cages	1,038	3,903	3	3,526	1	33%	2	67%	0	NA
80206-000	Coppersmith	1,026	3,912	3	3,526	3	100%	0	NA	0	NA
70626-100	Raft Trips	994	3,942	3	3,526	1	33%	2	67%	0	NA
80137-000	Wholesale Canvas	985	3,948	3	3,526	1	33%	2	67%	0	NA
50586-100	Siding Cleaning	956	3,972	3	3,526	3	100%	0	NA	0	NA
10044-000	Dredge	935	3,985	3	3,526	3	100%	0	NA	0	NA
30233-000	Flood Control Equipment	910	4,008	3	3,526	3	100%	0	NA	0	NA
80671-100	Solar Panel Removal	908	4,011	3	3,526	3	100%	0	NA	0	NA
85277-300	Legal Advice	891	4,025	3	3,526	1	33%	2	67%	0	NA
30481-000	Pharmaceutical Equipment	889	4,027	3	3,526	0	NA	3	100%	0	NA
30576-000	Sailmakers	889	4,027	3	3,526	3	100%	0	NA	0	NA
30133-000	Electric Converter	882	4,037	3	3,526	2	67%	1	33%	0	NA
30686-000	Textile Mill Supplies	860	4,059	3	3,526	1	33%	2	67%	0	NA
44104-000	Printing Materials	838	4,075	3	3,526	1	33%	2	67%	0	NA
60526-000	Magician	834	4,080	3	3,526	2	67%	1	33%	0	NA
75630-000	Virtual Tours	829	4,082	3	3,526	2	67%	1	33%	0	NA
80819-100	Oil Distributors	822	4,090	3	3,526	2	67%	1	33%	0	NA
30769-000	Fire Department	819	4,093	3	3,526	1	33%	2	67%	0	NA
20043-000	Insurance Rating Bureau	817	4,094	3	3,526	3	100%	0	NA	0	NA
60263-200	Copyright Consultant	817	4,094	3	3,526	0	NA	3	100%	0	NA
00191-000	Orchid Growers	816	4,097	3	3,526	0	NA	3	100%	0	NA
30226-000	Fish Processor	797	4,113	3	3,526	2	67%	1	33%	0	NA
80284-100	Farm Equipment Repair	791	4,120	3	3,526	1	33%	2	67%	0	NA
50279-120	Ponds	788	4,122	3	3,526	1	33%	2	67%	0	NA
00151-200	Sport Fishing	777	4,136	3	3,526	3	100%	0	NA	0	NA
57600-000	Hubcaps	752	4,167	3	3,526	1	33%	2	67%	0	NA
70507-100	Flight Instructor	750	4,171	3	3,526	2	67%	1	33%	0	NA
80306-100	Fire Safety Supplies	747	4,173	3	3,526	2	67%	1	33%	0	NA
44032-000	Disability	743	4,179	3	3,526	0	NA	3	100%	0	NA
80765-100	Vacuum Systems	734	4,189	3	3,526	1	33%	2	67%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60970-110	Neurosurgeons	733	4,190	3	3,526	2	67%	1	33%	0	NA
60848-100	Pool Therapy	728	4,197	3	3,526	2	67%	1	33%	0	NA
60590-100	Motorcycle Lease	724	4,206	3	3,526	2	67%	1	33%	0	NA
50711-000	Violin	716	4,214	3	3,526	1	33%	2	67%	0	NA
10122-000	Road Dust Control	705	4,226	3	3,526	3	100%	0	NA	0	NA
80166-000	China Wholesale	705	4,226	3	3,526	2	67%	1	33%	0	NA
60900-010	EMT Training	699	4,234	3	3,526	1	33%	2	67%	0	NA
80142-000	Cargo Stabilizing Devices	682	4,253	3	3,526	1	33%	2	67%	0	NA
65134-300	Flotation Therapy	677	4,261	3	3,526	2	67%	0	NA	1	33%
44136-000	Children and Infants	671	4,273	3	3,526	3	100%	0	NA	0	NA
85328-200	Marble Installation	660	4,287	3	3,526	1	33%	2	67%	0	NA
80469-000	Patent Medicine	623	4,328	3	3,526	1	33%	2	67%	0	NA
55650-000	First Aid	609	4,348	3	3,526	2	67%	1	33%	0	NA
89800-200	Equine Nutrition	603	4,358	3	3,526	3	100%	0	NA	0	NA
60675-100	Functional Medicine	599	4,363	3	3,526	3	100%	0	NA	0	NA
50089-100	Boutique Fight Cancer Products	594	4,367	3	3,526	2	67%	1	33%	0	NA
00205-000	Rice	592	4,372	3	3,526	1	33%	2	67%	0	NA
30327-000	Lamp Shade Frames	536	4,442	3	3,526	1	33%	2	67%	0	NA
60359-000	Fairgrounds	527	4,455	3	3,526	2	67%	1	33%	0	NA
60332-010	Home Energy Raters	518	4,469	3	3,526	2	67%	1	33%	0	NA
55613-000	Soil	511	4,476	3	3,526	1	33%	2	67%	0	NA
86000-010	Engraved Signs	501	4,492	3	3,526	0	NA	3	100%	0	NA
30612-000	Showcases	500	4,495	3	3,526	2	67%	1	33%	0	NA
50207-000	Dining Club Plans	492	4,510	3	3,526	1	33%	2	67%	0	NA
55632-000	Photo Developing	488	4,518	3	3,526	1	33%	2	67%	0	NA
80333-000	Furniture Cleaning Equipment	486	4,523	3	3,526	2	67%	1	33%	0	NA
60968-000	Zoological Gardens	476	4,534	3	3,526	1	33%	2	67%	0	NA
85255-010	Pharmacy Delivery	445	4,590	3	3,526	1	33%	2	67%	0	NA
55606-000	Tanks	411	4,653	3	3,526	1	33%	2	67%	0	NA
80573-000	Podiatrist Supplies	410	4,657	3	3,526	0	NA	3	100%	0	NA
50626-100	Salvage Merchandise	403	4,668	3	3,526	2	67%	1	33%	0	NA
80445-100	Locksmith Equipment	399	4,676	3	3,526	2	67%	1	33%	0	NA
61045-000	Photography Sales by Mail	396	4,680	3	3,526	3	100%	0	NA	0	NA
87000-000	Hammock	395	4,681	3	3,526	0	NA	2	67%	1	33%
00123-000	Earthworm	358	4,761	3	3,526	0	NA	3	100%	0	NA
30509-100	Playground Supplies	351	4,775	3	3,526	2	67%	1	33%	0	NA
50569-100	Sewing Machine Service	347	4,786	3	3,526	3	100%	0	NA	0	NA
50045-200	Car Stereo Repair	337	4,807	3	3,526	1	33%	2	67%	0	NA
50554-100	Harness	336	4,809	3	3,526	0	NA	3	100%	0	NA
50201-000	Darts	332	4,816	3	3,526	2	67%	1	33%	0	NA
60807-000	Skating Lessons	319	4,840	3	3,526	0	NA	3	100%	0	NA
60362-000	Fashion Show Producer	312	4,852	3	3,526	0	NA	2	67%	1	33%
30165-100	Doll Manufacturers	298	4,883	3	3,526	0	NA	3	100%	0	NA
60722-000	Racquetball Courts	283	4,921	3	3,526	1	33%	2	67%	0	NA
80500-000	Naval Stores	283	4,921	3	3,526	3	100%	0	NA	0	NA
50022-100	Archery Supplies	275	4,937	3	3,526	2	67%	1	33%	0	NA
60151-000	Board of Trade	264	4,956	3	3,526	1	33%	2	67%	0	NA
80320-200	Gluten Free Food	257	4,982	3	3,526	0	NA	3	100%	0	NA
60736-100	Video Recording	252	4,993	3	3,526	0	NA	3	100%	0	NA
50738-000	Windshield Wipers	246	5,009	3	3,526	1	33%	2	67%	0	NA
50347-100	Tubing	240	5,021	3	3,526	1	33%	2	67%	0	NA
60524-000	Luggage Repair	238	5,027	3	3,526	1	33%	1	33%	1	33%
60107-910	Fleet Management	235	5,034	3	3,526	1	33%	2	67%	0	NA
80231-000	Data Processing Supplies	234	5,039	3	3,526	0	NA	3	100%	0	NA
60137-000	Bed Rental	220	5,067	3	3,526	0	NA	3	100%	0	NA
60788-400	Card Access Systems	202	5,114	3	3,526	1	33%	2	67%	0	NA
60804-100	Singing Lessons	196	5,124	3	3,526	2	67%	1	33%	0	NA
30645-000	Steel Stamps	186	5,153	3	3,526	0	NA	3	100%	0	NA
30050-010	Boat Painting	181	5,168	3	3,526	1	33%	2	67%	0	NA
30606-000	Marine Shells	169	5,213	3	3,526	3	100%	0	NA	0	NA
55671-000	Tennis	167	5,226	3	3,526	3	100%	0	NA	0	NA
72300-000	Pop-Up Store	137	5,329	3	3,526	1	33%	2	67%	0	NA
30690-000	Thermometer	105	5,449	3	3,526	0	NA	3	100%	0	NA
50531-000	Oven Parts	87	5,548	3	3,526	2	67%	1	33%	0	NA
60895-000	Threat and Fraud Assessment	42,755	742	2	3,770	1	50%	1	50%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60347-000	Escort Service	13,244	1,545	2	3,770	1	50%	1	50%	0	NA
44127-000	Talent	13,134	1,551	2	3,770	1	50%	1	50%	0	NA
10036-000	Crane Service	12,158	1,609	2	3,770	1	50%	1	50%	0	NA
60075-100	Elder Law Attorney	11,783	1,634	2	3,770	2	100%	0	NA	0	NA
00167-000	Mineral Exploration	11,069	1,681	2	3,770	2	100%	0	NA	0	NA
10033-000	Concrete Pumping	8,984	1,866	2	3,770	0	NA	2	100%	0	NA
30501-000	Plastic Molders	8,754	1,888	2	3,770	1	50%	1	50%	0	NA
60031-000	Airline Training	8,457	1,932	2	3,770	0	NA	2	100%	0	NA
60172-103	Strategic Planning Consultants	8,014	1,977	2	3,770	1	50%	1	50%	0	NA
61018-000	Group Home	7,845	2,001	2	3,770	1	50%	1	50%	0	NA
85302-100	Stump Grinding	7,480	2,043	2	3,770	0	NA	2	100%	0	NA
30702-000	Die Maker	7,213	2,074	2	3,770	0	NA	2	100%	0	NA
60075-143	Workers Compensation Lawyers	6,443	2,184	2	3,770	1	50%	1	50%	0	NA
73600-000	Hail Repair	6,439	2,187	2	3,770	2	100%	0	NA	0	NA
10155-200	Network Cabling	6,171	2,232	2	3,770	0	NA	2	100%	0	NA
00195-000	Pet Exercise	6,046	2,253	2	3,770	2	100%	0	NA	0	NA
30708-100	Traffic Control Service	5,811	2,295	2	3,770	1	50%	1	50%	0	NA
80506-000	Wholesale Novelties	5,135	2,379	2	3,770	1	50%	1	50%	0	NA
60950-000	Welding Equipment Repair	4,821	2,441	2	3,770	1	50%	1	50%	0	NA
65749-100	Medical Transcription	4,716	2,463	2	3,770	1	50%	1	50%	0	NA
80092-100	Boiler Sales	4,504	2,519	2	3,770	2	100%	0	NA	0	NA
80646-000	Wholesale Shirts	4,376	2,543	2	3,770	2	100%	0	NA	0	NA
80748-000	Transformers	4,261	2,569	2	3,770	2	100%	0	NA	0	NA
10059-000	Industrial Floors	4,203	2,579	2	3,770	0	NA	2	100%	0	NA
80477-000	Extruded Metal	4,113	2,596	2	3,770	0	NA	2	100%	0	NA
66003-000	Pond Management	4,077	2,604	2	3,770	2	100%	0	NA	0	NA
80190-000	Compressors	3,864	2,661	2	3,770	2	100%	0	NA	0	NA
00127-000	Farming Services	3,737	2,687	2	3,770	0	NA	2	100%	0	NA
80466-000	Meat Brokers	3,733	2,688	2	3,770	2	100%	0	NA	0	NA
60582-000	Motion Picture Producers	3,656	2,709	2	3,770	0	NA	2	100%	0	NA
60334-100	Geotechnical Engineering	3,601	2,729	2	3,770	2	100%	0	NA	0	NA
60227-000	Colon Hydrotherapy	3,546	2,747	2	3,770	0	NA	2	100%	0	NA
10125-000	Roof Structure	3,528	2,752	2	3,770	1	50%	1	50%	0	NA
10169-010	Water Well Service	3,508	2,757	2	3,770	1	50%	1	50%	0	NA
80257-000	Drywall Contractors Equipment and Supplies	3,475	2,774	2	3,770	2	100%	0	NA	0	NA
30603-000	Sheet Metal Equipment	3,315	2,818	2	3,770	2	100%	0	NA	0	NA
60075-120	Employment Litigation Lawyer	3,250	2,843	2	3,770	1	50%	1	50%	0	NA
50009-000	Ammunition Reloading	3,238	2,848	2	3,770	1	50%	1	50%	0	NA
80159-100	Chemical Production	3,213	2,858	2	3,770	1	50%	1	50%	0	NA
10058-500	Floor Removal, Resurfacing and Refinishing	3,149	2,885	2	3,770	1	50%	1	50%	0	NA
10124-000	Roof Deck	3,126	2,894	2	3,770	0	NA	2	100%	0	NA
80133-000	Canes	3,098	2,901	2	3,770	0	NA	2	100%	0	NA
60075-160	Social Security Lawyers	2,939	2,943	2	3,770	2	100%	0	NA	0	NA
60377-000	Food and Beverage Consultants	2,877	2,958	2	3,770	0	NA	2	100%	0	NA
30685-000	Textile Fibers	2,833	2,972	2	3,770	2	100%	0	NA	0	NA
85349-000	Deck Waterproofing	2,793	2,986	2	3,770	2	100%	0	NA	0	NA
60472-000	International Trade Consultant	2,772	2,999	2	3,770	0	NA	1	50%	1	50%
30032-000	Plastic Bags	2,753	3,003	2	3,770	1	50%	1	50%	0	NA
60003-000	Accident Reconstruction	2,699	3,021	2	3,770	0	NA	1	50%	1	50%
70565-000	Machinery Movers	2,698	3,022	2	3,770	1	50%	1	50%	0	NA
60521-000	Lobbyist	2,673	3,028	2	3,770	0	NA	2	100%	0	NA
20064-000	Safe Deposit Box Rental	2,649	3,037	2	3,770	1	50%	1	50%	0	NA
30338-100	Water Leak Detector	2,619	3,042	2	3,770	1	50%	1	50%	0	NA
50381-000	Paper Labels	2,616	3,043	2	3,770	2	100%	0	NA	0	NA
80638-000	Service Station Equipment	2,606	3,044	2	3,770	1	50%	1	50%	0	NA
80001-000	Abrasives	2,601	3,046	2	3,770	1	50%	1	50%	0	NA
10120-000	Railroad Contractors	2,482	3,089	2	3,770	1	50%	1	50%	0	NA
30652-000	Cast Stone	2,427	3,107	2	3,770	0	NA	1	50%	1	50%
10095-100	Faux Finishes	2,414	3,110	2	3,770	1	50%	1	50%	0	NA
80357-000	Greenhouse Equipment	2,361	3,126	2	3,770	1	50%	1	50%	0	NA
50464-100	Oil Marketing	2,333	3,135	2	3,770	1	50%	1	50%	0	NA
10031-010	Concrete Cutting	2,319	3,136	2	3,770	2	100%	0	NA	0	NA
80745-100	Tractor Equipment	2,319	3,136	2	3,770	1	50%	1	50%	0	NA
60024-000	TV Advertising	2,312	3,139	2	3,770	0	NA	2	100%	0	NA
30278-000	Grease Trap	2,288	3,149	2	3,770	0	NA	2	100%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
50504-000	Plaques	2,251	3,168	2	3,770	1	50%	1	50%	0	NA
80401-000	Insulation Supplies	2,233	3,175	2	3,770	1	50%	0	NA	1	50%
30757-000	Wood Preserving	2,226	3,180	2	3,770	1	50%	1	50%	0	NA
60614-000	Nursing Registry	2,215	3,182	2	3,770	2	100%	0	NA	0	NA
30672-000	Tank Inspection	2,213	3,183	2	3,770	0	NA	2	100%	0	NA
50705-200	Blind Cleaning	2,157	3,196	2	3,770	1	50%	1	50%	0	NA
50113-210	Post Frame Building	2,121	3,206	2	3,770	2	100%	0	NA	0	NA
60547-100	Divorce Mediation Services	2,108	3,211	2	3,770	1	50%	1	50%	0	NA
10159-100	Ceramic Tile Dealers	2,053	3,236	2	3,770	1	50%	1	50%	0	NA
30557-000	Oven Manufacturers	2,028	3,247	2	3,770	1	50%	1	50%	0	NA
50375-000	Knife Sharpening	2,013	3,258	2	3,770	2	100%	0	NA	0	NA
60775-100	Lice Removal Services	1,999	3,265	2	3,770	2	100%	0	NA	0	NA
60114-000	Aviation Consultants	1,996	3,266	2	3,770	0	NA	2	100%	0	NA
70573-000	Moving Supplies	1,951	3,288	2	3,770	2	100%	0	NA	0	NA
50713-000	Wall Coverings	1,860	3,335	2	3,770	1	50%	1	50%	0	NA
10013-050	New Construction	1,802	3,361	2	3,770	2	100%	0	NA	0	NA
70536-000	Chauffeur	1,792	3,367	2	3,770	0	NA	2	100%	0	NA
30740-100	Bottleless Water Cooler	1,778	3,373	2	3,770	1	50%	1	50%	0	NA
50776-000	Pinball Machines	1,774	3,377	2	3,770	0	NA	2	100%	0	NA
00144-000	Hay	1,761	3,386	2	3,770	0	NA	2	100%	0	NA
10061-100	Foundation Inspection	1,733	3,399	2	3,770	2	100%	0	NA	0	NA
20031-000	Marine Insurance	1,707	3,414	2	3,770	2	100%	0	NA	0	NA
60149-000	Blueprinting	1,697	3,421	2	3,770	0	NA	2	100%	0	NA
80327-000	Dried Fruit	1,686	3,426	2	3,770	0	NA	2	100%	0	NA
30145-000	Hydraulic Cylinder	1,649	3,441	2	3,770	0	NA	2	100%	0	NA
20027-310	Consumer Directed Services	1,605	3,466	2	3,770	1	50%	1	50%	0	NA
10061-200	Wood Rot Repair	1,599	3,469	2	3,770	2	100%	0	NA	0	NA
50471-000	Organ Repair	1,599	3,469	2	3,770	2	100%	0	NA	0	NA
30352-000	Lithographer	1,594	3,475	2	3,770	2	100%	0	NA	0	NA
60165-100	Commercial Building Inspection	1,593	3,476	2	3,770	1	50%	1	50%	0	NA
30102-000	Church Furniture	1,592	3,478	2	3,770	2	100%	0	NA	0	NA
30674-000	Metal Tanks	1,590	3,480	2	3,770	1	50%	1	50%	0	NA
70564-000	Lumber Carrier	1,575	3,494	2	3,770	1	50%	1	50%	0	NA
65476-000	Internet Café	1,566	3,498	2	3,770	0	NA	2	100%	0	NA
80282-000	Industrial Fans	1,553	3,505	2	3,770	1	50%	1	50%	0	NA
80197-000	Concrete Mixers	1,547	3,510	2	3,770	1	50%	1	50%	0	NA
60616-000	Nursing Home Information	1,540	3,515	2	3,770	1	50%	1	50%	0	NA
80062-000	Bar Supplies	1,536	3,519	2	3,770	0	NA	2	100%	0	NA
20037-100	Medical Liability Insurance	1,519	3,527	2	3,770	1	50%	1	50%	0	NA
10002-000	Air Balancing	1,514	3,536	2	3,770	0	NA	2	100%	0	NA
50273-102	Rubber Flooring	1,502	3,542	2	3,770	2	100%	0	NA	0	NA
60218-200	Dialysis Clinic	1,467	3,556	2	3,770	1	50%	0	NA	1	50%
60721-000	Rack Merchandise Service	1,451	3,570	2	3,770	0	NA	2	100%	0	NA
30041-000	Beer Dispensing and Cooling Equipment	1,450	3,572	2	3,770	0	NA	2	100%	0	NA
80641-000	Industrial Sewing Machine	1,438	3,579	2	3,770	2	100%	0	NA	0	NA
60450-000	Human Factors	1,430	3,586	2	3,770	2	100%	0	NA	0	NA
50800-000	Underground Sprinkler Parts	1,419	3,596	2	3,770	1	50%	1	50%	0	NA
43000-000	Managed Print Services	1,417	3,599	2	3,770	0	NA	2	100%	0	NA
30703-000	Tool Design	1,403	3,610	2	3,770	0	NA	2	100%	0	NA
80096-000	Bottlers Equipment	1,392	3,617	2	3,770	2	100%	0	NA	0	NA
80236-000	Dental Equipment Repair	1,331	3,664	2	3,770	2	100%	0	NA	0	NA
85267-000	Garden Hand Tools	1,331	3,664	2	3,770	2	100%	0	NA	0	NA
10173-100	Wheelchair Lift	1,313	3,674	2	3,770	2	100%	0	NA	0	NA
30602-000	Sewer Cleaning Equipment	1,305	3,682	2	3,770	1	50%	1	50%	0	NA
60865-000	Broadcast Schools	1,299	3,686	2	3,770	2	100%	0	NA	0	NA
60235-200	Modeling and Simulation	1,298	3,688	2	3,770	0	NA	2	100%	0	NA
20023-100	Flood Assistance	1,273	3,704	2	3,770	2	100%	0	NA	0	NA
90021-550	Charity - Environment	1,265	3,711	2	3,770	2	100%	0	NA	0	NA
50237-000	Used Electric Equipment	1,251	3,719	2	3,770	2	100%	0	NA	0	NA
60758-100	Alzheimer Treatment	1,243	3,730	2	3,770	1	50%	1	50%	0	NA
60650-100	Fumigation	1,221	3,748	2	3,770	1	50%	1	50%	0	NA
00203-000	Quartz	1,219	3,751	2	3,770	1	50%	1	50%	0	NA
30336-400	Lead Testing	1,219	3,751	2	3,770	2	100%	0	NA	0	NA
80230-000	Data Processing Equipment	1,206	3,762	2	3,770	0	NA	2	100%	0	NA
50359-000	Intercom Systems	1,198	3,766	2	3,770	2	100%	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
50690-000	Uniform Accessories	1,193	3,772	2	3,770	0	NA	2	100%	0	NA
60907-000	Truck Driver Leasing	1,159	3,797	2	3,770	1	50%	1	50%	0	NA
80950-000	House Call	1,133	3,811	2	3,770	1	50%	1	50%	0	NA
30764-000	Air Pollution Control	1,132	3,814	2	3,770	0	NA	2	100%	0	NA
30347-000	Sign Letters	1,127	3,817	2	3,770	1	50%	1	50%	0	NA
10095-010	Concrete Staining	1,114	3,826	2	3,770	1	50%	1	50%	0	NA
85200-000	Metaphysical Supplies	1,094	3,841	2	3,770	0	NA	2	100%	0	NA
80081-000	Belting Supplies	1,090	3,847	2	3,770	1	50%	1	50%	0	NA
80467-200	Smokehouse	1,078	3,858	2	3,770	1	50%	1	50%	0	NA
80808-000	Telephone 900 Number Resellers	1,073	3,863	2	3,770	0	NA	0	NA	2	100%
50287-000	Fur Accessories	1,072	3,867	2	3,770	2	100%	0	NA	0	NA
90021-500	Charity - Elderly	1,065	3,875	2	3,770	2	100%	0	NA	0	NA
80558-000	Piling	1,064	3,876	2	3,770	1	50%	1	50%	0	NA
70612-000	Street Cleaning	1,063	3,877	2	3,770	0	NA	2	100%	0	NA
80755-000	Turntables	1,061	3,878	2	3,770	1	50%	1	50%	0	NA
50497-000	Pie	1,057	3,882	2	3,770	0	NA	2	100%	0	NA
80496-000	Hotel Supplies	1,055	3,883	2	3,770	0	NA	2	100%	0	NA
30675-000	Tank Repair	1,039	3,901	2	3,770	2	100%	0	NA	0	NA
30577-000	Salt	1,020	3,920	2	3,770	2	100%	0	NA	0	NA
60375-100	Floor Polishing	1,016	3,922	2	3,770	2	100%	0	NA	0	NA
70541-000	Customs Consultant	1,009	3,932	2	3,770	0	NA	2	100%	0	NA
60154-000	Boating School	1,007	3,934	2	3,770	1	50%	1	50%	0	NA
30694-000	Coupon Printer	999	3,939	2	3,770	1	50%	1	50%	0	NA
50724-000	Waterbed Dealers	996	3,941	2	3,770	1	50%	1	50%	0	NA
60371-000	Fix It Shop	988	3,945	2	3,770	2	100%	0	NA	0	NA
30091-000	Catering Equipment	936	3,983	2	3,770	2	100%	0	NA	0	NA
30580-000	Sanitary Napkins	927	3,992	2	3,770	1	50%	1	50%	0	NA
20056-000	Oil Properties	923	3,998	2	3,770	2	100%	0	NA	0	NA
50059-000	Baskets	918	4,003	2	3,770	0	NA	1	50%	1	50%
70533-000	Car Pool	912	4,006	2	3,770	2	100%	0	NA	0	NA
60857-200	OTR Truck Driver Tax Return Preparation	910	4,008	2	3,770	0	NA	2	100%	0	NA
80583-100	Semi-Precious Stones	893	4,022	2	3,770	2	100%	0	NA	0	NA
80709-000	Tailor Supplies	888	4,029	2	3,770	2	100%	0	NA	0	NA
70581-000	Power Plant Consultants	886	4,034	2	3,770	2	100%	0	NA	0	NA
60035-100	Generator Repair	876	4,041	2	3,770	0	NA	2	100%	0	NA
30467-000	Pattern Maker	872	4,047	2	3,770	2	100%	0	NA	0	NA
80718-000	Wholesale Telephones	865	4,053	2	3,770	1	50%	1	50%	0	NA
70522-000	Boat Launch	861	4,056	2	3,770	1	50%	1	50%	0	NA
80452-100	Machinery Appraisal	854	4,062	2	3,770	0	NA	2	100%	0	NA
60970-101	Nephrologist	850	4,066	2	3,770	2	100%	0	NA	0	NA
30271-000	Gloves	847	4,069	2	3,770	2	100%	0	NA	0	NA
70001-000	Tournament	846	4,072	2	3,770	1	50%	1	50%	0	NA
60560-100	Doula	830	4,081	2	3,770	2	100%	0	NA	0	NA
50540-000	Refrigerator Parts	828	4,084	2	3,770	1	50%	1	50%	0	NA
80255-000	Wholesale Pharmacy	823	4,089	2	3,770	1	50%	1	50%	0	NA
60006-000	Actuary	820	4,092	2	3,770	0	NA	2	100%	0	NA
85286-000	Radiator Sales	817	4,094	2	3,770	2	100%	0	NA	0	NA
80520-000	Oil Handling Equipment	812	4,102	2	3,770	1	50%	1	50%	0	NA
85297-000	Shower Pan Replacement	796	4,115	2	3,770	2	100%	0	NA	0	NA
60740-100	RV Cleaning Service	789	4,121	2	3,770	2	100%	0	NA	0	NA
61033-000	Encyclopedia and Book Sales by Internet	787	4,123	2	3,770	0	NA	0	NA	2	100%
50318-100	Golf Equipment Repair	777	4,136	2	3,770	1	50%	1	50%	0	NA
10095-020	Staining Contractors	775	4,140	2	3,770	1	50%	0	NA	1	50%
30417-000	Nets	765	4,149	2	3,770	0	NA	2	100%	0	NA
30193-000	Emblems	743	4,179	2	3,770	1	50%	1	50%	0	NA
71500-000	Media Buying	739	4,185	2	3,770	1	50%	1	50%	0	NA
50260-020	Gas Fireplace Installation	729	4,195	2	3,770	0	NA	2	100%	0	NA
80741-000	Toy Making Supplies	727	4,200	2	3,770	2	100%	0	NA	0	NA
60955-000	Window Shade Cleaning	716	4,214	2	3,770	1	50%	1	50%	0	NA
60843-000	Aerial Surveyor	708	4,223	2	3,770	1	50%	1	50%	0	NA
50255-000	Fiber Products	695	4,237	2	3,770	1	50%	1	50%	0	NA
80063-100	Barber Supplies	682	4,253	2	3,770	1	50%	1	50%	0	NA
20071-000	Studio Rental	680	4,257	2	3,770	0	NA	2	100%	0	NA
80182-000	Wholesale Coats	673	4,269	2	3,770	0	NA	2	100%	0	NA
50443-000	Mountain Climbing	666	4,280	2	3,770	2	100%	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
50332-000	Marine Hardware	663	4,283	2	3,770	1	50%	1	50%	0	NA
60014-000	Indoor Advertising	638	4,310	2	3,770	1	50%	1	50%	0	NA
80022-000	Alloys	636	4,315	2	3,770	1	50%	1	50%	0	NA
30320-000	Labeling Equipment	631	4,319	2	3,770	1	50%	1	50%	0	NA
50613-100	Stamp Collecting Supplies	621	4,330	2	3,770	2	100%	0	NA	0	NA
80539-000	Paper Shredder	620	4,332	2	3,770	2	100%	0	NA	0	NA
50667-000	Hydraulic Tools	614	4,340	2	3,770	0	NA	2	100%	0	NA
10154-110	Pool Leak Repair	610	4,345	2	3,770	1	50%	1	50%	0	NA
44033-000	Disorders	609	4,348	2	3,770	2	100%	0	NA	0	NA
70627-000	Wholesale Tours	607	4,352	2	3,770	1	50%	1	50%	0	NA
20070-000	Stock Quotation	594	4,367	2	3,770	0	NA	2	100%	0	NA
50251-000	Feather Products	586	4,380	2	3,770	0	NA	2	100%	0	NA
30641-000	Stair Tread	581	4,387	2	3,770	1	50%	1	50%	0	NA
44007-000	Armor	562	4,413	2	3,770	1	50%	1	50%	0	NA
85342-000	Surfing Lessons	562	4,413	2	3,770	0	NA	2	100%	0	NA
50512-000	Poultry Retail	556	4,416	2	3,770	2	100%	0	NA	0	NA
30085-000	Carbonic Gas	553	4,421	2	3,770	0	NA	2	100%	0	NA
30047-000	Bleachers	552	4,422	2	3,770	2	100%	0	NA	0	NA
80457-000	Mannequins	550	4,424	2	3,770	2	100%	0	NA	0	NA
50577-000	Shock Absorber	536	4,442	2	3,770	2	100%	0	NA	0	NA
80009-000	Adhesives and Gluing Equipment	531	4,451	2	3,770	0	NA	2	100%	0	NA
50762-020	Energy Broker	520	4,467	2	3,770	1	50%	1	50%	0	NA
50517-100	Quilting Classes	517	4,470	2	3,770	2	100%	0	NA	0	NA
60713-000	Public Speaking Classes	516	4,472	2	3,770	1	50%	1	50%	0	NA
80109-000	Brass	509	4,481	2	3,770	2	100%	0	NA	0	NA
30148-000	Dehumidifier	508	4,482	2	3,770	2	100%	0	NA	0	NA
44120-000	Science	499	4,497	2	3,770	0	NA	2	100%	0	NA
60241-100	Media Monitoring Services	486	4,523	2	3,770	0	NA	2	100%	0	NA
60602-000	Myofunctional Therapists	486	4,523	2	3,770	1	50%	1	50%	0	NA
80470-010	Belts	486	4,523	2	3,770	2	100%	0	NA	0	NA
50500-000	Safety Pins	475	4,535	2	3,770	0	NA	2	100%	0	NA
50064-100	Battery Repair	470	4,543	2	3,770	1	50%	1	50%	0	NA
61027-010	Medical Waste Disposal	463	4,556	2	3,770	1	50%	1	50%	0	NA
30516-100	Shade Sails	454	4,570	2	3,770	1	50%	1	50%	0	NA
80153-100	Chair Manufacturers	454	4,570	2	3,770	2	100%	0	NA	0	NA
30292-000	Ice Cream Cone Distributors	453	4,574	2	3,770	2	100%	0	NA	0	NA
60934-000	Washer Dryer Rental	453	4,574	2	3,770	2	100%	0	NA	0	NA
80082-000	Bench Seat	444	4,592	2	3,770	1	50%	1	50%	0	NA
80900-000	Parasail Equipment	444	4,592	2	3,770	1	50%	1	50%	0	NA
60658-100	Pet Photographer	429	4,618	2	3,770	0	NA	2	100%	0	NA
00136-000	Game Farm	418	4,639	2	3,770	1	50%	1	50%	0	NA
63300-100	Driveway Preparation	413	4,645	2	3,770	0	NA	2	100%	0	NA
10006-310	Commercial Kitchen Renovation	411	4,653	2	3,770	0	NA	2	100%	0	NA
30767-000	Consulates	409	4,660	2	3,770	0	NA	2	100%	0	NA
80111-000	Brass Products	404	4,666	2	3,770	1	50%	1	50%	0	NA
50400-000	Louvers	403	4,668	2	3,770	1	50%	1	50%	0	NA
33000-100	Sober Living Facility	399	4,676	2	3,770	0	NA	2	100%	0	NA
50636-000	Tape Recorder Repair	391	4,686	2	3,770	2	100%	0	NA	0	NA
60186-000	Carpet Dyers	381	4,703	2	3,770	0	NA	2	100%	0	NA
44124-000	Speech, Language and Writing	380	4,706	2	3,770	0	NA	2	100%	0	NA
80791-000	Windmill	379	4,710	2	3,770	0	NA	2	100%	0	NA
30106-000	Clay Products	374	4,722	2	3,770	1	50%	1	50%	0	NA
60623-100	Coworking Space	374	4,722	2	3,770	0	NA	2	100%	0	NA
85308-200	Video Conversion Service	372	4,725	2	3,770	0	NA	2	100%	0	NA
25047-100	Team Building	370	4,731	2	3,770	0	NA	2	100%	0	NA
00157-400	Mowing	359	4,758	2	3,770	1	50%	1	50%	0	NA
50374-000	Kite	354	4,769	2	3,770	2	100%	0	NA	0	NA
50328-100	Gymnastics Supplies	352	4,771	2	3,770	0	NA	2	100%	0	NA
60744-020	Electronic Monitoring	352	4,771	2	3,770	1	50%	1	50%	0	NA
30554-010	Iron Railings	351	4,775	2	3,770	0	NA	2	100%	0	NA
85269-100	Staging	350	4,777	2	3,770	0	NA	2	100%	0	NA
80116-000	Broom Manufacturers	344	4,793	2	3,770	2	100%	0	NA	0	NA
50069-100	Wall Beds	339	4,804	2	3,770	2	100%	0	NA	0	NA
80184-100	Coffee Roasting	337	4,807	2	3,770	2	100%	0	NA	0	NA
50516-000	Pulley	333	4,811	2	3,770	2	100%	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
10028-000	Clean Room Facility	331	4,819	2	3,770	1	50%	1	50%	0	NA
60075-132	Child Advocacy Lawyer	330	4,821	2	3,770	1	50%	1	50%	0	NA
60837-100	Storm Door Repair	319	4,840	2	3,770	1	50%	1	50%	0	NA
50012-000	Marine Anchors	314	4,849	2	3,770	2	100%	0	NA	0	NA
60804-000	Singing Telegrams	307	4,860	2	3,770	0	NA	2	100%	0	NA
65549-220	Phlebotomy	305	4,865	2	3,770	2	100%	0	NA	0	NA
80609-000	Threaded Rod	292	4,898	2	3,770	0	NA	2	100%	0	NA
80492-000	Mixing and Agitation Machinery	290	4,902	2	3,770	2	100%	0	NA	0	NA
10152-110	Pool Cover Sale	281	4,925	2	3,770	1	50%	1	50%	0	NA
80801-000	Wool Products	280	4,927	2	3,770	1	50%	1	50%	0	NA
50323-000	Grouting Compounds	273	4,939	2	3,770	1	50%	1	50%	0	NA
50028-100	Artificial Plants	263	4,962	2	3,770	1	50%	1	50%	0	NA
00130-100	Crawfish Farm	262	4,966	2	3,770	2	100%	0	NA	0	NA
50452-000	Neckwear	260	4,974	2	3,770	0	NA	2	100%	0	NA
80505-000	Wholesale Notions	260	4,974	2	3,770	2	100%	0	NA	0	NA
50280-000	Fraternal Regalia	259	4,978	2	3,770	0	NA	2	100%	0	NA
00210-100	Sod Installation	257	4,982	2	3,770	1	50%	1	50%	0	NA
70604-000	Ski Tour	253	4,991	2	3,770	2	100%	0	NA	0	NA
60785-100	Pharmaceutical Scientist	247	5,006	2	3,770	1	50%	0	NA	1	50%
80181-000	Coated Fabrics	247	5,006	2	3,770	0	NA	2	100%	0	NA
85347-100	Vehicle Salvage	241	5,019	2	3,770	1	50%	1	50%	0	NA
80802-000	Wholesale Work Clothes	240	5,021	2	3,770	2	100%	0	NA	0	NA
30329-000	Lapidary	237	5,028	2	3,770	2	100%	0	NA	0	NA
55633-000	Photography Rentals	237	5,028	2	3,770	1	50%	1	50%	0	NA
61065-000	State Fairs	235	5,034	2	3,770	2	100%	0	NA	0	NA
60510-000	Lettershop Services	228	5,052	2	3,770	1	50%	1	50%	0	NA
80657-000	Ski Equipment Manufacturers	224	5,057	2	3,770	1	50%	1	50%	0	NA
55595-000	X-Ray	223	5,060	2	3,770	1	50%	1	50%	0	NA
60075-154	Property Damage Lawyer	219	5,071	2	3,770	1	50%	1	50%	0	NA
30734-000	Visual Control Systems	217	5,072	2	3,770	1	50%	1	50%	0	NA
30412-000	Music Copyist	214	5,082	2	3,770	0	NA	2	100%	0	NA
60545-100	Mattress Cleaning	211	5,087	2	3,770	2	100%	0	NA	0	NA
30341-000	Leather Finish	206	5,102	2	3,770	2	100%	0	NA	0	NA
55686-000	Hydrographics	191	5,134	2	3,770	1	50%	1	50%	0	NA
30666-000	Folding Tables	190	5,137	2	3,770	0	NA	2	100%	0	NA
30578-100	Sample Cards	189	5,140	2	3,770	0	NA	2	100%	0	NA
80512-100	Office Equipment Repair	187	5,150	2	3,770	1	50%	1	50%	0	NA
80514-300	Wholesale Office Equipment	184	5,156	2	3,770	0	NA	2	100%	0	NA
80693-000	Stencils	184	5,156	2	3,770	2	100%	0	NA	0	NA
80174-000	Cleaners and Dyers Equipment	181	5,168	2	3,770	1	50%	1	50%	0	NA
70001-100	Golf Tournament	180	5,175	2	3,770	2	100%	0	NA	0	NA
80351-100	Wholesale Golf Equipment	175	5,193	2	3,770	1	50%	1	50%	0	NA
50188-100	Corsets	174	5,194	2	3,770	0	NA	2	100%	0	NA
80089-000	Blueprinting Supplies	156	5,258	2	3,770	2	100%	0	NA	0	NA
60174-000	Calligrapher	151	5,273	2	3,770	2	100%	0	NA	0	NA
30149-000	Dehydrating Services	145	5,292	2	3,770	0	NA	2	100%	0	NA
50595-100	Snowmobile Tours	141	5,309	2	3,770	1	50%	1	50%	0	NA
30055-000	Metal Boxes	139	5,318	2	3,770	0	NA	2	100%	0	NA
60831-100	Stadium	139	5,318	2	3,770	1	50%	1	50%	0	NA
44102-000	Pregnancy	132	5,351	2	3,770	2	100%	0	NA	0	NA
60195-000	Charts	129	5,361	2	3,770	0	NA	2	100%	0	NA
50073-100	Bicycle Racks	126	5,373	2	3,770	1	50%	1	50%	0	NA
70621-000	Teletypewriters Message Service	122	5,390	2	3,770	1	50%	1	50%	0	NA
30573-100	Rust Prevention	118	5,407	2	3,770	1	50%	1	50%	0	NA
80376-000	Heat Seal Equipment	96	5,495	2	3,770	2	100%	0	NA	0	NA
44022-100	Grief Counseling	81	5,571	2	3,770	2	100%	0	NA	0	NA
50417-000	Matches	75	5,606	2	3,770	0	NA	2	100%	0	NA
60589-100	Motor Home Carpet and Upholstery Cleaning	60	5,697	2	3,770	0	NA	2	100%	0	NA
50430-100	Vanity Mirrors	44	5,803	2	3,770	2	100%	0	NA	0	NA
60809-100	Ski Center	41	5,823	2	3,770	1	50%	1	50%	0	NA
60533-300	Expeditors	33	5,869	2	3,770	1	50%	1	50%	0	NA
96000-200	Social Business	31	5,885	2	3,770	1	50%	1	50%	0	NA
80328-000	Glace Fruit	30	5,893	2	3,770	1	50%	1	50%	0	NA
30699-000	Time Stamps	27	5,914	2	3,770	0	NA	2	100%	0	NA
50326-220	Pellet Guns	23	5,949	2	3,770	0	NA	2	100%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
80641-100	Commercial Sewing Machine	22	5,954	2	3,770	2	100%	0	NA	0	NA
80431-100	Library Equipment	0	6,197	2	3,770	0	NA	2	100%	0	NA
85283-000	Post Construction Cleaning	9,468	1,822	1	4,098	1	100%	0	NA	0	NA
60352-000	Executive Search Consultants	8,574	1,913	1	4,098	0	NA	1	100%	0	NA
00174-000	Oilfield Equipment and Sales	7,324	2,060	1	4,098	0	NA	1	100%	0	NA
80510-000	Office Furniture Installation	6,984	2,105	1	4,098	0	NA	1	100%	0	NA
60945-100	Wedding Officiate	6,534	2,164	1	4,098	0	NA	1	100%	0	NA
50358-000	Insulation Materials	6,290	2,207	1	4,098	0	NA	0	NA	1	100%
10081-101	Roofing Spray Foam Insulation Contractors	5,845	2,291	1	4,098	1	100%	0	NA	0	NA
80238-000	Diamond Buyers	5,768	2,300	1	4,098	0	NA	1	100%	0	NA
60075-102	Consumer Fraud Lawyers	5,288	2,356	1	4,098	1	100%	0	NA	0	NA
10126-400	Tile Roofing Contractors	4,780	2,450	1	4,098	1	100%	0	NA	0	NA
60322-000	Electrolysis	4,676	2,471	1	4,098	0	NA	1	100%	0	NA
60706-100	Professional Employer Organization	4,676	2,471	1	4,098	0	NA	1	100%	0	NA
30351-000	Membrane Lining	4,616	2,488	1	4,098	1	100%	0	NA	0	NA
80299-000	Film Scrap	4,531	2,512	1	4,098	0	NA	1	100%	0	NA
60971-103	Health Care Placement	4,425	2,537	1	4,098	0	NA	1	100%	0	NA
70540-000	Custom Broker	4,231	2,573	1	4,098	0	NA	1	100%	0	NA
60025-000	Transit Advertising	4,176	2,584	1	4,098	1	100%	0	NA	0	NA
10050-100	Trenching Contractors	4,119	2,595	1	4,098	1	100%	0	NA	0	NA
30708-000	Traffic Signs and Signals	4,112	2,597	1	4,098	1	100%	0	NA	0	NA
60805-000	Sitting Services	4,068	2,608	1	4,098	0	NA	1	100%	0	NA
60336-100	Environmental Engineer	4,032	2,616	1	4,098	1	100%	0	NA	0	NA
60784-100	Holistic Schools	4,010	2,627	1	4,098	1	100%	0	NA	0	NA
61008-000	Occupational Health Nurse	3,905	2,653	1	4,098	0	NA	1	100%	0	NA
50265-000	Fishing Bait	3,722	2,689	1	4,098	0	NA	0	NA	1	100%
30470-000	Shredding Service	3,679	2,699	1	4,098	0	NA	1	100%	0	NA
81000-200	Marijuana Processor	3,606	2,726	1	4,098	0	NA	1	100%	0	NA
30727-000	Valve	3,593	2,734	1	4,098	0	NA	1	100%	0	NA
80623-110	Sandblasting	3,504	2,760	1	4,098	0	NA	1	100%	0	NA
60075-115	Appellate Attorney	3,484	2,767	1	4,098	1	100%	0	NA	0	NA
70200-000	Talent Representation	3,429	2,787	1	4,098	1	100%	0	NA	0	NA
80385-010	Hospital Equipment	3,404	2,794	1	4,098	1	100%	0	NA	0	NA
20045-010	Inheritance Funding Company	3,398	2,796	1	4,098	1	100%	0	NA	0	NA
50084-000	Nuts and Bolts	3,369	2,804	1	4,098	0	NA	1	100%	0	NA
80582-000	Wholesale Poultry	3,181	2,875	1	4,098	1	100%	0	NA	0	NA
80544-000	Pearl	3,102	2,898	1	4,098	1	100%	0	NA	0	NA
85263-000	Equipment Calibration	3,083	2,905	1	4,098	0	NA	1	100%	0	NA
60072-000	Astrologer	3,042	2,913	1	4,098	0	NA	1	100%	0	NA
10091-000	Millwrights	2,993	2,926	1	4,098	0	NA	1	100%	0	NA
60536-000	Marble Cleaning	2,973	2,935	1	4,098	0	NA	1	100%	0	NA
60366-100	Live Scan Fingerprinting	2,903	2,953	1	4,098	0	NA	1	100%	0	NA
30336-100	Lead Abatement	2,895	2,954	1	4,098	0	NA	1	100%	0	NA
00155-101	Hydroseeding	2,804	2,982	1	4,098	1	100%	0	NA	0	NA
50737-400	Egress Windows	2,734	3,010	1	4,098	0	NA	1	100%	0	NA
50181-000	Concrete Reinforcements	2,685	3,026	1	4,098	0	NA	1	100%	0	NA
50003-000	Aircraft Dealers	2,659	3,033	1	4,098	0	NA	1	100%	0	NA
80177-000	Cleaning Systems	2,580	3,053	1	4,098	0	NA	1	100%	0	NA
10166-100	Wallpaper Hangers	2,569	3,060	1	4,098	0	NA	1	100%	0	NA
60143-000	Biofeedback Therapy	2,532	3,070	1	4,098	0	NA	1	100%	0	NA
55687-000	Biohazard Cleanup	2,511	3,078	1	4,098	1	100%	0	NA	0	NA
80670-200	Solar Panel Cleaning	2,471	3,092	1	4,098	1	100%	0	NA	0	NA
10131-100	Sewer Inspection	2,450	3,094	1	4,098	1	100%	0	NA	0	NA
70558-000	Horse Transport	2,387	3,115	1	4,098	0	NA	1	100%	0	NA
80590-000	Wholesale Pumps	2,310	3,141	1	4,098	0	NA	1	100%	0	NA
10014-100	Historical Structure Preservation	2,287	3,151	1	4,098	0	NA	1	100%	0	NA
60656-100	Drone Photography	2,212	3,184	1	4,098	0	NA	1	100%	0	NA
60488-101	Paternity Test	2,195	3,187	1	4,098	1	100%	0	NA	0	NA
85311-100	Crawl Space Encapsulation	2,141	3,202	1	4,098	0	NA	0	NA	1	100%
80077-100	Wholesale Beds	2,118	3,207	1	4,098	1	100%	0	NA	0	NA
60245-100	Computer Cleaning Service	2,069	3,228	1	4,098	1	100%	0	NA	0	NA
80294-000	Feed Manufacturers	2,068	3,230	1	4,098	0	NA	1	100%	0	NA
30581-000	Sausage	2,041	3,240	1	4,098	1	100%	0	NA	0	NA
70594-000	Marine Salvage	2,037	3,242	1	4,098	1	100%	0	NA	0	NA
85159-000	Biochemicals	2,009	3,260	1	4,098	1	100%	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
61073-000	Oilfield Consultant	1,987	3,270	1	4,098	0	NA	1	100%	0	NA
85305-000	Timber Framing	1,987	3,270	1	4,098	0	NA	1	100%	0	NA
10130-000	Septic Tank Manufacturers	1,982	3,272	1	4,098	0	NA	1	100%	0	NA
44133-100	Bulk Water Delivery	1,952	3,286	1	4,098	1	100%	0	NA	0	NA
20049-010	Refinancing	1,946	3,291	1	4,098	1	100%	0	NA	0	NA
60650-104	Bed Bug Inspection	1,915	3,305	1	4,098	0	NA	1	100%	0	NA
60075-139	Medical Malpractice Lawyers	1,881	3,321	1	4,098	0	NA	1	100%	0	NA
30637-000	Spring Manufacturers	1,871	3,326	1	4,098	1	100%	0	NA	0	NA
50177-000	Concession Stands	1,867	3,331	1	4,098	1	100%	0	NA	0	NA
60517-000	Light Fixture Repair	1,865	3,334	1	4,098	0	NA	0	NA	1	100%
60729-103	Short Sale	1,850	3,341	1	4,098	1	100%	0	NA	0	NA
79000-000	Soffit and Fascia	1,850	3,341	1	4,098	0	NA	1	100%	0	NA
80448-000	Logging Equipment	1,845	3,344	1	4,098	1	100%	0	NA	0	NA
60075-114	Trademark Attorney	1,838	3,347	1	4,098	1	100%	0	NA	0	NA
60317-100	Economic Development Organizations	1,836	3,350	1	4,098	0	NA	1	100%	0	NA
81300-000	Canada Debt Settlement	1,823	3,353	1	4,098	1	100%	0	NA	0	NA
60166-000	Bulldozer	1,818	3,355	1	4,098	1	100%	0	NA	0	NA
80251-000	Drilling Equipment	1,763	3,382	1	4,098	0	NA	1	100%	0	NA
80296-000	Fiberglass Products	1,751	3,391	1	4,098	1	100%	0	NA	0	NA
30503-000	Liquid Plastic	1,734	3,398	1	4,098	1	100%	0	NA	0	NA
80761-000	Wholesale Upholstery Fabric	1,727	3,403	1	4,098	1	100%	0	NA	0	NA
30338-000	Leak Detecting Equipment	1,725	3,404	1	4,098	1	100%	0	NA	0	NA
80403-000	Iron	1,704	3,418	1	4,098	1	100%	0	NA	0	NA
30057-000	Gift Boxes	1,672	3,430	1	4,098	1	100%	0	NA	0	NA
20025-000	Bond Insurance	1,670	3,432	1	4,098	1	100%	0	NA	0	NA
60360-000	Fashion Consultant	1,667	3,433	1	4,098	1	100%	0	NA	0	NA
30490-000	Pipe Lining	1,658	3,437	1	4,098	1	100%	0	NA	0	NA
50668-000	Pneumatic Tools	1,657	3,438	1	4,098	1	100%	0	NA	0	NA
80444-000	Loading Dock Equipment	1,645	3,442	1	4,098	1	100%	0	NA	0	NA
60199-101	Infant Child Care	1,641	3,448	1	4,098	0	NA	1	100%	0	NA
80154-100	Check Recovery Service	1,638	3,451	1	4,098	1	100%	0	NA	0	NA
30218-000	Fiberglass Fabrication	1,634	3,452	1	4,098	1	100%	0	NA	0	NA
30497-000	Plastic Sheets	1,619	3,462	1	4,098	0	NA	1	100%	0	NA
80006-000	Acoustic Material	1,611	3,465	1	4,098	1	100%	0	NA	0	NA
85315-000	Sheetrock Contractors	1,603	3,467	1	4,098	0	NA	1	100%	0	NA
80420-000	Laminating Machine	1,598	3,472	1	4,098	1	100%	0	NA	0	NA
85306-000	Rug Cleaning	1,595	3,474	1	4,098	1	100%	0	NA	0	NA
50605-000	Speedometer	1,588	3,482	1	4,098	0	NA	1	100%	0	NA
30436-000	Olive Oil	1,551	3,508	1	4,098	0	NA	1	100%	0	NA
80410-000	Jewelry Casting	1,545	3,511	1	4,098	1	100%	0	NA	0	NA
80512-000	Office Furniture Repair	1,544	3,513	1	4,098	0	NA	1	100%	0	NA
65817-000	Foster Care	1,538	3,517	1	4,098	1	100%	0	NA	0	NA
70300-000	Union Employment Service	1,531	3,524	1	4,098	0	NA	1	100%	0	NA
87600-000	Service Animal Training	1,524	3,525	1	4,098	1	100%	0	NA	0	NA
70502-000	Air Courier Service	1,519	3,527	1	4,098	1	100%	0	NA	0	NA
10106-000	Pipe Inspection	1,518	3,530	1	4,098	1	100%	0	NA	0	NA
60075-116	Bankruptcy and Tax Attorney	1,516	3,532	1	4,098	1	100%	0	NA	0	NA
30442-000	Ozone Machine	1,515	3,534	1	4,098	1	100%	0	NA	0	NA
70593-000	Safe Movers	1,432	3,582	1	4,098	1	100%	0	NA	0	NA
80086-100	Bindings	1,432	3,582	1	4,098	0	NA	1	100%	0	NA
80305-101	Pediatric Rehabilitation	1,431	3,585	1	4,098	1	100%	0	NA	0	NA
60440-000	Home Consultant	1,429	3,587	1	4,098	0	NA	0	NA	1	100%
00125-000	Farm Management	1,427	3,589	1	4,098	0	NA	1	100%	0	NA
60877-000	Theater Supplies	1,404	3,609	1	4,098	1	100%	0	NA	0	NA
90021-900	Charity - Veterans & Military	1,393	3,616	1	4,098	0	NA	1	100%	0	NA
30037-000	Barricade	1,390	3,618	1	4,098	1	100%	0	NA	0	NA
70628-000	Marine Towing	1,386	3,621	1	4,098	0	NA	1	100%	0	NA
66002-200	Estate Cleaning Services	1,384	3,624	1	4,098	0	NA	1	100%	0	NA
50350-000	House Cleaning Equipment	1,370	3,633	1	4,098	1	100%	0	NA	0	NA
85100-000	Computer Facilities Management Services	1,367	3,636	1	4,098	0	NA	1	100%	0	NA
80196-000	Concrete Curing	1,359	3,640	1	4,098	1	100%	0	NA	0	NA
60144-000	Bird Control	1,357	3,642	1	4,098	1	100%	0	NA	0	NA
80032-000	Asphalt Equipment	1,357	3,642	1	4,098	0	NA	1	100%	0	NA
00144-100	Pine Straw	1,351	3,652	1	4,098	1	100%	0	NA	0	NA
50271-000	Flatware	1,313	3,674	1	4,098	1	100%	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60075-133	Collaborative Divorce Attorney	1,297	3,689	1	4,098	1	100%	0	NA	0	NA
50348-000	Hose Couplings	1,296	3,692	1	4,098	1	100%	0	NA	0	NA
30190-000	Elevator Consultants	1,295	3,693	1	4,098	0	NA	1	100%	0	NA
60278-200	Ballroom Dance Classes	1,282	3,702	1	4,098	0	NA	1	100%	0	NA
30206-000	Wood Engraver	1,266	3,709	1	4,098	0	NA	1	100%	0	NA
60595-000	Mural	1,266	3,709	1	4,098	0	NA	1	100%	0	NA
10154-200	Pool Removal	1,260	3,712	1	4,098	1	100%	0	NA	0	NA
60355-000	Export Management Company	1,252	3,718	1	4,098	1	100%	0	NA	0	NA
60026-000	Aerospace Research	1,251	3,719	1	4,098	0	NA	1	100%	0	NA
80689-100	Steel Distributors	1,247	3,726	1	4,098	1	100%	0	NA	0	NA
50470-000	Organs	1,243	3,730	1	4,098	0	NA	1	100%	0	NA
50774-000	Duty Free Shop	1,243	3,730	1	4,098	0	NA	1	100%	0	NA
10177-300	Foreclosed Property Remodeling	1,227	3,742	1	4,098	1	100%	0	NA	0	NA
00135-000	Fur Dealer	1,226	3,743	1	4,098	1	100%	0	NA	0	NA
60437-000	Hoist	1,226	3,743	1	4,098	0	NA	1	100%	0	NA
30573-000	Rust Remover	1,218	3,753	1	4,098	0	NA	1	100%	0	NA
80583-000	Precious Stones	1,218	3,753	1	4,098	1	100%	0	NA	0	NA
30098-000	Chemical Plant Equipment	1,209	3,761	1	4,098	1	100%	0	NA	0	NA
55508-000	Livestock	1,197	3,768	1	4,098	1	100%	0	NA	0	NA
10055-000	Fireproofing	1,188	3,777	1	4,098	0	NA	1	100%	0	NA
60300-000	Registered Dietitian	1,188	3,777	1	4,098	0	NA	1	100%	0	NA
50249-100	Attic Fan	1,169	3,790	1	4,098	1	100%	0	NA	0	NA
80516-000	Oil Additive Manufacturer	1,167	3,792	1	4,098	0	NA	1	100%	0	NA
30781-000	Water Conservation	1,164	3,794	1	4,098	0	NA	1	100%	0	NA
10006-300	Commercial Kitchen Rental	1,148	3,802	1	4,098	0	NA	1	100%	0	NA
50398-000	Linoleum Dealers	1,136	3,808	1	4,098	1	100%	0	NA	0	NA
60075-109	Mesothelioma Lawyer	1,133	3,811	1	4,098	1	100%	0	NA	0	NA
50347-000	Hoses	1,129	3,816	1	4,098	1	100%	0	NA	0	NA
50616-000	Statuary	1,120	3,823	1	4,098	0	NA	1	100%	0	NA
80226-000	Dairy Equipment	1,114	3,826	1	4,098	0	NA	1	100%	0	NA
30730-100	Veterinary Equipment	1,091	3,846	1	4,098	1	100%	0	NA	0	NA
60578-000	Motion Picture Film Editing	1,087	3,850	1	4,098	1	100%	0	NA	0	NA
00198-200	Dog Shock Collar	1,079	3,857	1	4,098	1	100%	0	NA	0	NA
80103-000	Paper Boxes	1,073	3,863	1	4,098	0	NA	1	100%	0	NA
60172-102	Demographic Research	1,071	3,870	1	4,098	1	100%	0	NA	0	NA
80669-110	Natural Stone Restoration	1,060	3,879	1	4,098	1	100%	0	NA	0	NA
60848-000	Public Pool	1,049	3,888	1	4,098	1	100%	0	NA	0	NA
30643-000	Engine Starter	1,048	3,890	1	4,098	1	100%	0	NA	0	NA
10155-400	Harness Assembly	1,042	3,896	1	4,098	1	100%	0	NA	0	NA
30782-000	Rainwater Harvesting System	1,040	3,899	1	4,098	1	100%	0	NA	0	NA
86220-000	Mobile Refrigeration	1,028	3,910	1	4,098	0	NA	1	100%	0	NA
10182-600	Radiant Heat	1,026	3,912	1	4,098	1	100%	0	NA	0	NA
30540-000	Propeller	1,025	3,915	1	4,098	1	100%	0	NA	0	NA
30089-000	Carpet and Rug Binding	1,010	3,930	1	4,098	0	NA	0	NA	1	100%
30244-000	Frozen Food Processors	1,005	3,935	1	4,098	1	100%	0	NA	0	NA
60312-300	Air Duct Restoration	1,002	3,937	1	4,098	0	NA	1	100%	0	NA
80530-000	Oriental Goods Wholesale	999	3,939	1	4,098	0	NA	1	100%	0	NA
30241-000	Forging	993	3,943	1	4,098	1	100%	0	NA	0	NA
70571-300	Moving Sales	985	3,948	1	4,098	1	100%	0	NA	0	NA
50136-000	Casters	980	3,952	1	4,098	1	100%	0	NA	0	NA
80555-000	Wholesale Picture Frames	975	3,954	1	4,098	1	100%	0	NA	0	NA
00219-200	Tree Transplanting Service	974	3,955	1	4,098	1	100%	0	NA	0	NA
60075-126	Adoption Attorney	965	3,961	1	4,098	1	100%	0	NA	0	NA
80348-000	Broken Glass	964	3,963	1	4,098	0	NA	1	100%	0	NA
80313-000	Flavoring Extracts	960	3,967	1	4,098	1	100%	0	NA	0	NA
80315-000	Florists Supplies	960	3,967	1	4,098	0	NA	1	100%	0	NA
60550-000	Mediation Coaching	955	3,973	1	4,098	1	100%	0	NA	0	NA
60414-000	Guard Dogs	951	3,975	1	4,098	0	NA	1	100%	0	NA
80734-000	Tire Retreading Equipment	944	3,981	1	4,098	0	NA	1	100%	0	NA
65028-000	Electronic Waste Management	934	3,986	1	4,098	1	100%	0	NA	0	NA
60307-000	Drapery Cleaners	924	3,997	1	4,098	1	100%	0	NA	0	NA
10065-000	Glass Board Up Service	921	4,000	1	4,098	0	NA	1	100%	0	NA
60471-000	Workroom Interior Designer	916	4,004	1	4,098	0	NA	1	100%	0	NA
30324-100	Underground Structural Support	912	4,006	1	4,098	0	NA	1	100%	0	NA
80329-000	Funeral Director Equipment	899	4,020	1	4,098	1	100%	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
10082-200	Heating and Cooling Demolition	898	4,021	1	4,098	1	100%	0	NA	0	NA
30090-000	Catalog Designers	888	4,029	1	4,098	0	NA	0	NA	1	100%
30746-000	Window Cleaning Supplies	883	4,035	1	4,098	1	100%	0	NA	0	NA
80066-000	Barrel and Drums Equipment	879	4,038	1	4,098	0	NA	1	100%	0	NA
10156-100	Tennis Court Resurfacing	878	4,039	1	4,098	1	100%	0	NA	0	NA
20047-100	Farm Loans	869	4,050	1	4,098	1	100%	0	NA	0	NA
30157-000	Die Cutting	867	4,052	1	4,098	0	NA	1	100%	0	NA
60870-000	Private Tennis Court	863	4,055	1	4,098	0	NA	1	100%	0	NA
50234-000	Dune Buggy	861	4,056	1	4,098	1	100%	0	NA	0	NA
70563-000	Livestock Hauling	860	4,059	1	4,098	0	NA	1	100%	0	NA
80323-000	Foundry Equipment	853	4,064	1	4,098	1	100%	0	NA	0	NA
30400-000	Milling Machine	835	4,078	1	4,098	0	NA	1	100%	0	NA
50226-000	Drapery and Curtain Fixtures	827	4,085	1	4,098	1	100%	0	NA	0	NA
60760-000	Riding Academy	826	4,086	1	4,098	1	100%	0	NA	0	NA
20011-000	Factors	824	4,088	1	4,098	0	NA	1	100%	0	NA
30505-000	Plastics Research	814	4,099	1	4,098	1	100%	0	NA	0	NA
50455-000	Newsstands	813	4,101	1	4,098	0	NA	1	100%	0	NA
50453-000	Needles	812	4,102	1	4,098	0	NA	0	NA	1	100%
50219-000	Door Closers	809	4,105	1	4,098	1	100%	0	NA	0	NA
50162-000	Coal	806	4,108	1	4,098	1	100%	0	NA	0	NA
80392-000	Ice Cream Manufacturing Equipment	798	4,112	1	4,098	0	NA	1	100%	0	NA
60112-400	Auto Maintenance Plans	794	4,118	1	4,098	1	100%	0	NA	0	NA
50221-103	French Doors	784	4,128	1	4,098	1	100%	0	NA	0	NA
30278-100	Grease Pumping	781	4,129	1	4,098	1	100%	0	NA	0	NA
30560-000	Compact Disc Manufacturer	777	4,136	1	4,098	0	NA	1	100%	0	NA
60075-129	Construction Defect Attorney	777	4,136	1	4,098	1	100%	0	NA	0	NA
30616-000	Sign Erectors	774	4,141	1	4,098	1	100%	0	NA	0	NA
50733-000	Wicker Products	773	4,142	1	4,098	1	100%	0	NA	0	NA
80244-000	Drafting Supplies	768	4,147	1	4,098	1	100%	0	NA	0	NA
10003-100	Ductless AC	765	4,149	1	4,098	1	100%	0	NA	0	NA
60910-110	Mobile Truck Service	764	4,153	1	4,098	1	100%	0	NA	0	NA
30092-000	Cell Material	763	4,155	1	4,098	0	NA	1	100%	0	NA
30521-000	Power Plant Equipment	761	4,156	1	4,098	1	100%	0	NA	0	NA
30070-000	Truck Cab	759	4,158	1	4,098	0	NA	1	100%	0	NA
60075-164	Will Attorney	756	4,161	1	4,098	1	100%	0	NA	0	NA
20012-100	Financial Planning Kit	753	4,165	1	4,098	1	100%	0	NA	0	NA
55591-000	Supplies	748	4,172	1	4,098	0	NA	1	100%	0	NA
10123-000	Roof Cooling Systems	747	4,173	1	4,098	0	NA	1	100%	0	NA
60197-000	Analytical Chemist	745	4,177	1	4,098	1	100%	0	NA	0	NA
80252-000	Drills	744	4,178	1	4,098	0	NA	1	100%	0	NA
60392-000	Furniture Cleaning	742	4,181	1	4,098	1	100%	0	NA	0	NA
80145-000	Rug Weavers	741	4,183	1	4,098	1	100%	0	NA	0	NA
50737-200	Wood Windows	736	4,188	1	4,098	0	NA	1	100%	0	NA
70605-200	Roof Snow Removal Service	732	4,191	1	4,098	0	NA	1	100%	0	NA
50551-000	Rope	730	4,194	1	4,098	1	100%	0	NA	0	NA
80126-000	Butchering Supplies	729	4,195	1	4,098	1	100%	0	NA	0	NA
30033-000	Baking Equipment	726	4,202	1	4,098	1	100%	0	NA	0	NA
50628-000	Swap Shop	726	4,202	1	4,098	0	NA	1	100%	0	NA
60429-010	Health Advocate	726	4,202	1	4,098	0	NA	1	100%	0	NA
30681-000	Temperature Measuring Materials	724	4,206	1	4,098	1	100%	0	NA	0	NA
50757-000	Railroad Freight	712	4,220	1	4,098	0	NA	1	100%	0	NA
90021-750	Charity - Police & Firefighter Organizations	712	4,220	1	4,098	1	100%	0	NA	0	NA
30146-100	Cylinder Head	710	4,222	1	4,098	1	100%	0	NA	0	NA
60889-000	Tourist Home	707	4,224	1	4,098	1	100%	0	NA	0	NA
30445-000	Paint Manufacturing Equipment	706	4,225	1	4,098	0	NA	1	100%	0	NA
80225-000	Cutting Services	693	4,241	1	4,098	1	100%	0	NA	0	NA
30387-000	Metal Finishers Supplies	692	4,244	1	4,098	1	100%	0	NA	0	NA
30192-100	Elevator Testing	689	4,246	1	4,098	0	NA	1	100%	0	NA
60172-104	Public Sector Consultants	686	4,247	1	4,098	0	NA	1	100%	0	NA
50436-100	Monument Cleaning	682	4,253	1	4,098	0	NA	1	100%	0	NA
70900-000	Soundproofing	681	4,256	1	4,098	0	NA	1	100%	0	NA
60005-200	Forensic Loan Audit	678	4,259	1	4,098	0	NA	0	NA	1	100%
80064-010	Barndominium	678	4,259	1	4,098	0	NA	1	100%	0	NA
60302-000	Dishwasher Repair	677	4,261	1	4,098	0	NA	1	100%	0	NA
30753-000	Wire Rope	674	4,266	1	4,098	1	100%	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
30146-110	Motorcycle Manufacturers	671	4,273	1	4,098	0	NA	1	100%	0	NA
81700-010	Popcorn Ceiling Removal	671	4,273	1	4,098	0	NA	1	100%	0	NA
60686-000	Physicians Assistant	661	4,285	1	4,098	1	100%	0	NA	0	NA
50006-100	Auto Generators	655	4,292	1	4,098	0	NA	1	100%	0	NA
85325-000	Etiquette School	655	4,292	1	4,098	1	100%	0	NA	0	NA
60234-000	Compressor Repair	653	4,296	1	4,098	1	100%	0	NA	0	NA
60403-000	Gift Wrapping	651	4,298	1	4,098	0	NA	1	100%	0	NA
80592-000	Race Track Equipment	649	4,302	1	4,098	1	100%	0	NA	0	NA
60770-000	Sales Presentation	647	4,304	1	4,098	1	100%	0	NA	0	NA
60099-000	Car Hand Controls	645	4,306	1	4,098	0	NA	1	100%	0	NA
50357-000	Instrument Cases	637	4,312	1	4,098	0	NA	1	100%	0	NA
50392-000	Levels	637	4,312	1	4,098	0	NA	1	100%	0	NA
65134-200	Hyperbaric Chamber	637	4,312	1	4,098	1	100%	0	NA	0	NA
72700-000	Land rental	636	4,315	1	4,098	0	NA	1	100%	0	NA
60434-100	Heating System Cleaning	631	4,319	1	4,098	0	NA	1	100%	0	NA
30043-000	Benches	629	4,322	1	4,098	0	NA	0	NA	1	100%
50141-000	Ceiling Materials	629	4,322	1	4,098	0	NA	1	100%	0	NA
30205-000	Photo Engraving	628	4,324	1	4,098	1	100%	0	NA	0	NA
70520-000	Barge Lines	624	4,327	1	4,098	1	100%	0	NA	0	NA
60716-100	Pump Repair	619	4,334	1	4,098	1	100%	0	NA	0	NA
50198-000	Gas Cylinder	616	4,337	1	4,098	1	100%	0	NA	0	NA
30268-000	Glassware Decorators	614	4,340	1	4,098	0	NA	0	NA	1	100%
80785-000	Weed Control Equipment and Supplies	608	4,350	1	4,098	1	100%	0	NA	0	NA
60650-105	Termite Inspection	605	4,354	1	4,098	1	100%	0	NA	0	NA
80419-100	Lab Supplies	605	4,354	1	4,098	1	100%	0	NA	0	NA
80088-000	Blasting Equipment	604	4,357	1	4,098	0	NA	1	100%	0	NA
50192-100	Craft Gallery	603	4,358	1	4,098	0	NA	1	100%	0	NA
50302-000	Gas Burner	599	4,363	1	4,098	0	NA	1	100%	0	NA
30025-000	Axles	595	4,366	1	4,098	0	NA	1	100%	0	NA
60811-100	Cellulite Treatment	592	4,372	1	4,098	0	NA	1	100%	0	NA
80119-000	Buffing and Polishing Equipment	587	4,378	1	4,098	0	NA	1	100%	0	NA
60564-000	Missions	586	4,380	1	4,098	1	100%	0	NA	0	NA
30031-000	Paper Bags	578	4,391	1	4,098	1	100%	0	NA	0	NA
50085-110	New Textbooks	575	4,394	1	4,098	1	100%	0	NA	0	NA
60729-101	Industrial Real Estate	571	4,399	1	4,098	0	NA	1	100%	0	NA
60055-000	Archery Range	570	4,402	1	4,098	0	NA	1	100%	0	NA
80281-100	Wholesale Fabric	570	4,402	1	4,098	1	100%	0	NA	0	NA
30614-300	Exit Signs	567	4,407	1	4,098	1	100%	0	NA	0	NA
10050-200	Hydrovac	564	4,411	1	4,098	1	100%	0	NA	0	NA
50250-000	Fan Repair	564	4,411	1	4,098	0	NA	1	100%	0	NA
80447-000	Log Splitter	552	4,422	1	4,098	1	100%	0	NA	0	NA
60028-100	Bin Cleaning	550	4,424	1	4,098	0	NA	1	100%	0	NA
60230-000	Commercials	550	4,424	1	4,098	1	100%	0	NA	0	NA
30356-000	Locomotive	549	4,428	1	4,098	0	NA	1	100%	0	NA
80440-000	Liquor Broker	546	4,430	1	4,098	0	NA	1	100%	0	NA
80179-000	Industrial Closures	542	4,433	1	4,098	0	NA	1	100%	0	NA
80254-000	Drug Brokers	540	4,435	1	4,098	1	100%	0	NA	0	NA
80290-100	Feedlot	537	4,441	1	4,098	1	100%	0	NA	0	NA
85360-100	Garage Openers	534	4,445	1	4,098	1	100%	0	NA	0	NA
30735-000	Voting Equipment	529	4,453	1	4,098	0	NA	1	100%	0	NA
65548-250	Dental Staffing	528	4,454	1	4,098	0	NA	1	100%	0	NA
80395-100	Ice Machine Repair	527	4,455	1	4,098	0	NA	1	100%	0	NA
10056-000	Fishing Pier	525	4,459	1	4,098	0	NA	1	100%	0	NA
00139-000	Geophysicist	523	4,461	1	4,098	0	NA	1	100%	0	NA
30100-000	Gum	522	4,463	1	4,098	1	100%	0	NA	0	NA
50477-000	Paneling	506	4,483	1	4,098	1	100%	0	NA	0	NA
00211-000	Soil Solidification	503	4,487	1	4,098	0	NA	1	100%	0	NA
50273-110	Luxury Vinyl Planks	503	4,487	1	4,098	1	100%	0	NA	0	NA
00127-010	Cattle Farm	502	4,489	1	4,098	0	NA	1	100%	0	NA
80437-100	Wholesale Linens	500	4,495	1	4,098	0	NA	1	100%	0	NA
50313-000	Glass Cutting	498	4,499	1	4,098	1	100%	0	NA	0	NA
10017-000	Cabanas	497	4,501	1	4,098	0	NA	1	100%	0	NA
50343-000	Home Demo	494	4,505	1	4,098	0	NA	0	NA	1	100%
76100-000	Wait Staff	494	4,505	1	4,098	0	NA	1	100%	0	NA
80762-000	Commercial Vacuum Cleaners	494	4,505	1	4,098	1	100%	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60198-000	Chess Instruction	492	4,510	1	4,098	0	NA	1	100%	0	NA
60011-000	Aerial Advertising	490	4,514	1	4,098	1	100%	0	NA	0	NA
80576-000	Popcorn Machine	489	4,516	1	4,098	0	NA	1	100%	0	NA
60426-000	Handwriting Expert	475	4,535	1	4,098	0	NA	1	100%	0	NA
80069-000	Baskets Wholesale	474	4,538	1	4,098	0	NA	0	NA	1	100%
80803-000	Wholesale Yarn	471	4,542	1	4,098	1	100%	0	NA	0	NA
30171-000	Dust Control Material	468	4,546	1	4,098	0	NA	1	100%	0	NA
70639-110	Refrigerated Trucking Companies	465	4,549	1	4,098	0	NA	1	100%	0	NA
30452-000	Paper Converters	463	4,556	1	4,098	1	100%	0	NA	0	NA
50465-000	Fuel Oil Treatment	463	4,556	1	4,098	1	100%	0	NA	0	NA
80730-100	Ceramic Tile Distributors	462	4,559	1	4,098	0	NA	1	100%	0	NA
50075-200	Helicopter Parts	460	4,561	1	4,098	1	100%	0	NA	0	NA
65548-300	Cardio-phlebotomy Training and Certification	460	4,561	1	4,098	0	NA	1	100%	0	NA
10063-000	Gas Detector	455	4,568	1	4,098	0	NA	1	100%	0	NA
44042-000	Environment	449	4,580	1	4,098	0	NA	1	100%	0	NA
30059-000	Brake Manufacturers	446	4,588	1	4,098	0	NA	1	100%	0	NA
20024-000	Aviation Insurance	444	4,592	1	4,098	1	100%	0	NA	0	NA
30029-000	Badge Supplies	444	4,592	1	4,098	0	NA	1	100%	0	NA
74000-000	Colocation Services	443	4,598	1	4,098	1	100%	0	NA	0	NA
50530-000	Oven Repair	436	4,608	1	4,098	0	NA	1	100%	0	NA
00222-300	Veterinary Physical Therapy	432	4,613	1	4,098	0	NA	1	100%	0	NA
85344-100	Bus Sales	430	4,615	1	4,098	1	100%	0	NA	0	NA
10054-000	Fire Escape	428	4,619	1	4,098	1	100%	0	NA	0	NA
80712-000	Tanning Supplies	428	4,619	1	4,098	1	100%	0	NA	0	NA
30358-000	Lubricating System	424	4,626	1	4,098	1	100%	0	NA	0	NA
60826-100	Sports Manager	423	4,629	1	4,098	1	100%	0	NA	0	NA
80625-000	Sawmill Supplies	423	4,629	1	4,098	0	NA	1	100%	0	NA
60688-010	Piano Repair	422	4,633	1	4,098	0	NA	1	100%	0	NA
30128-000	Concrete Mixing Plant Equipment	416	4,642	1	4,098	0	NA	1	100%	0	NA
60690-000	Picture Frame Repair	414	4,644	1	4,098	0	NA	1	100%	0	NA
60871-000	Public Tennis Courts	412	4,649	1	4,098	1	100%	0	NA	0	NA
80046-100	Auto Metal Manufacturers	410	4,657	1	4,098	0	NA	1	100%	0	NA
30363-000	Lumber Mill Representatives	409	4,660	1	4,098	1	100%	0	NA	0	NA
90021-250	Charity - Child Sponsorship	406	4,663	1	4,098	1	100%	0	NA	0	NA
80347-000	Glass Coating and Tinting Materials	405	4,665	1	4,098	1	100%	0	NA	0	NA
60435-000	Historical Places	404	4,666	1	4,098	0	NA	1	100%	0	NA
30650-000	Sterilizing Equipment	401	4,672	1	4,098	0	NA	1	100%	0	NA
70576-000	Parachute Jumping	400	4,675	1	4,098	1	100%	0	NA	0	NA
90026-000	Chain Letter	399	4,676	1	4,098	1	100%	0	NA	0	NA
80541-000	Pavement Equipment	398	4,679	1	4,098	1	100%	0	NA	0	NA
30015-000	Armored Car Manufacturers	394	4,683	1	4,098	1	100%	0	NA	0	NA
30531-200	Sublimation	393	4,684	1	4,098	1	100%	0	NA	0	NA
60949-000	Rent Welding Equipment	391	4,686	1	4,098	0	NA	1	100%	0	NA
80011-000	Aerosols	385	4,696	1	4,098	0	NA	1	100%	0	NA
70545-300	Electrical Panel Upgrade	383	4,698	1	4,098	1	100%	0	NA	0	NA
80685-000	Stamp Pad	382	4,700	1	4,098	1	100%	0	NA	0	NA
80769-000	Industrial Vibrators	379	4,710	1	4,098	0	NA	1	100%	0	NA
50329-000	Gypsum	377	4,716	1	4,098	1	100%	0	NA	0	NA
30127-000	Concrete Molding	373	4,724	1	4,098	0	NA	1	100%	0	NA
50658-000	Tire Sealant	371	4,727	1	4,098	1	100%	0	NA	0	NA
80570-000	Plating Equipment	370	4,731	1	4,098	0	NA	1	100%	0	NA
80772-000	Plasterboard	367	4,738	1	4,098	0	NA	1	100%	0	NA
50460-100	Bonsai Nursery	366	4,742	1	4,098	0	NA	1	100%	0	NA
50047-100	Canopies	364	4,744	1	4,098	1	100%	0	NA	0	NA
80595-000	Rails	362	4,748	1	4,098	0	NA	1	100%	0	NA
80759-000	Ultrasonic Equipment	356	4,765	1	4,098	1	100%	0	NA	0	NA
50424-000	Microphone	349	4,781	1	4,098	0	NA	1	100%	0	NA
80543-000	Peanut Products	346	4,789	1	4,098	0	NA	1	100%	0	NA
30587-000	Scoreboard	343	4,795	1	4,098	1	100%	0	NA	0	NA
60569-100	Casting Directors	343	4,795	1	4,098	0	NA	1	100%	0	NA
80295-000	Fertilizer Plant Equipment	343	4,795	1	4,098	0	NA	1	100%	0	NA
50311-000	Gift Wrap	341	4,798	1	4,098	1	100%	0	NA	0	NA
80479-000	Metal Spinning	341	4,798	1	4,098	0	NA	1	100%	0	NA
50472-000	Oriental Goods	333	4,811	1	4,098	0	NA	1	100%	0	NA
60575-000	Motion Picture Equipment	333	4,811	1	4,098	1	100%	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
50209-000	Dishwasher Dealers	323	4,830	1	4,098	1	100%	0	NA	0	NA
00122-000	Drying Service	319	4,840	1	4,098	1	100%	0	NA	0	NA
86200-000	Voice Mail	315	4,848	1	4,098	1	100%	0	NA	0	NA
80301-100	Fire Door	308	4,857	1	4,098	1	100%	0	NA	0	NA
60058-000	Armature Service	307	4,860	1	4,098	0	NA	1	100%	0	NA
50279-010	Outdoor Fountains	305	4,865	1	4,098	0	NA	1	100%	0	NA
60997-200	Car Oil	304	4,869	1	4,098	0	NA	1	100%	0	NA
82100-000	Dry Erase Board	304	4,869	1	4,098	0	NA	1	100%	0	NA
30056-000	Plastic Boxes	302	4,872	1	4,098	1	100%	0	NA	0	NA
70571-600	Pool Table Movers	299	4,879	1	4,098	1	100%	0	NA	0	NA
80635-000	Seed Cleaning Equipment	298	4,883	1	4,098	0	NA	1	100%	0	NA
85339-000	Airplane Hangar	298	4,883	1	4,098	0	NA	1	100%	0	NA
30444-000	Mechanical Packing	296	4,888	1	4,098	0	NA	1	100%	0	NA
60763-000	Rodeo	291	4,899	1	4,098	1	100%	0	NA	0	NA
60883-000	Titling Service	289	4,908	1	4,098	0	NA	1	100%	0	NA
55653-000	Sewage	287	4,910	1	4,098	1	100%	0	NA	0	NA
80388-100	Hydraulic Supplies	287	4,910	1	4,098	0	NA	1	100%	0	NA
30657-000	Sugary Refinery	286	4,915	1	4,098	0	NA	1	100%	0	NA
80134-000	Canner	285	4,918	1	4,098	0	NA	1	100%	0	NA
80053-000	Baq Making Machinery	283	4,921	1	4,098	0	NA	1	100%	0	NA
85309-000	Window Security Laminate	280	4,927	1	4,098	1	100%	0	NA	0	NA
30416-000	Nautical Instruments	279	4,932	1	4,098	0	NA	1	100%	0	NA
30758-000	Wood Technoloaist	271	4,942	1	4,098	0	NA	1	100%	0	NA
30114-000	Change Machine	268	4,947	1	4,098	1	100%	0	NA	0	NA
10153-200	Pool Kits	266	4,954	1	4,098	1	100%	0	NA	0	NA
80405-000	Jacks	265	4,955	1	4,098	1	100%	0	NA	0	NA
50696-010	Central Vacuum System	264	4,956	1	4,098	1	100%	0	NA	0	NA
30621-000	Sirens	262	4,966	1	4,098	0	NA	1	100%	0	NA
10073-010	Downspouts	261	4,972	1	4,098	1	100%	0	NA	0	NA
80639-000	Service Station Supplies	261	4,972	1	4,098	0	NA	1	100%	0	NA
10041-000	Door Closes and Checks Repair	260	4,974	1	4,098	0	NA	1	100%	0	NA
60836-000	Sterilizing Service	260	4,974	1	4,098	1	100%	0	NA	0	NA
50673-300	Concession Trailers	258	4,981	1	4,098	1	100%	0	NA	0	NA
75650-000	Kiteboarding	255	4,989	1	4,098	1	100%	0	NA	0	NA
60216-000	Dry Cleaning Equipment	246	5,009	1	4,098	0	NA	1	100%	0	NA
30779-000	Armed Forces Recruiting	245	5,013	1	4,098	0	NA	1	100%	0	NA
50305-010	Propane Equipment	241	5,019	1	4,098	0	NA	1	100%	0	NA
30670-000	Tank Heads	240	5,021	1	4,098	0	NA	1	100%	0	NA
30300-000	Induction Heating	239	5,025	1	4,098	1	100%	0	NA	0	NA
80044-100	Wholesale Car Radios	239	5,025	1	4,098	1	100%	0	NA	0	NA
30770-000	Foreign Government Offices	237	5,028	1	4,098	0	NA	1	100%	0	NA
60075-157	Construction Lawyers	237	5,028	1	4,098	0	NA	1	100%	0	NA
30050-120	Watercraft Repair	235	5,034	1	4,098	1	100%	0	NA	0	NA
66003-100	Lake Management	230	5,046	1	4,098	0	NA	1	100%	0	NA
30725-000	Typographer	229	5,049	1	4,098	0	NA	1	100%	0	NA
30723-000	Typesetting	228	5,052	1	4,098	1	100%	0	NA	0	NA
44006-200	Gas Appliance Repair	228	5,052	1	4,098	0	NA	1	100%	0	NA
50457-000	Noodles	224	5,057	1	4,098	0	NA	1	100%	0	NA
50578-000	Shoe Laces	224	5,057	1	4,098	1	100%	0	NA	0	NA
70582-000	Radio Station Representatives	222	5,062	1	4,098	1	100%	0	NA	0	NA
10143-000	Steam Specialties	220	5,067	1	4,098	1	100%	0	NA	0	NA
90021-910	Veteran Charities	214	5,082	1	4,098	1	100%	0	NA	0	NA
30321-000	Fabric Labels	209	5,093	1	4,098	0	NA	1	100%	0	NA
65028-100	E Waste Services	209	5,093	1	4,098	0	NA	1	100%	0	NA
90021-150	Charity - Blind & Visually Impaired	205	5,106	1	4,098	1	100%	0	NA	0	NA
50721-020	Stand Up Paddle Boarding	200	5,116	1	4,098	1	100%	0	NA	0	NA
80592-300	Racing Supplies	193	5,129	1	4,098	1	100%	0	NA	0	NA
30680-000	TV Station Equipment	192	5,130	1	4,098	0	NA	1	100%	0	NA
60536-100	Terrazzo Cleaning	192	5,130	1	4,098	1	100%	0	NA	0	NA
10150-000	Stucco Manufacturers	191	5,134	1	4,098	1	100%	0	NA	0	NA
10155-120	Telephone Installation	188	5,146	1	4,098	0	NA	1	100%	0	NA
44000-010	Pay Per Click Advertising	187	5,150	1	4,098	0	NA	1	100%	0	NA
80057-000	Balancing Service	182	5,163	1	4,098	1	100%	0	NA	0	NA
30693-000	Ticket Issuing Machines	181	5,168	1	4,098	0	NA	0	NA	1	100%
60894-100	Trademark Infringement Investigators	181	5,168	1	4,098	0	NA	1	100%	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60162-000	Bridge Club	179	5,179	1	4,098	0	NA	1	100%	0	NA
60685-200	Therapy Dogs	179	5,179	1	4,098	1	100%	0	NA	0	NA
60951-100	Axle Repair	177	5,184	1	4,098	0	NA	0	NA	1	100%
60999-000	X-Ray Duplicating	176	5,188	1	4,098	1	100%	0	NA	0	NA
80204-000	Copper	176	5,188	1	4,098	1	100%	0	NA	0	NA
30239-000	Food Reconditioning	174	5,194	1	4,098	0	NA	1	100%	0	NA
80651-100	Shopping Carts	174	5,194	1	4,098	1	100%	0	NA	0	NA
80799-100	Woodworking Supplies	172	5,205	1	4,098	0	NA	1	100%	0	NA
50028-200	Artificial Trees	171	5,210	1	4,098	0	NA	1	100%	0	NA
30182-000	Used Electric Motors	169	5,213	1	4,098	0	NA	1	100%	0	NA
80216-000	Book Covers	169	5,213	1	4,098	1	100%	0	NA	0	NA
10040-000	Dome Structures	168	5,218	1	4,098	1	100%	0	NA	0	NA
30494-000	Pistons	168	5,218	1	4,098	1	100%	0	NA	0	NA
60169-100	Bus Repair	168	5,218	1	4,098	0	NA	1	100%	0	NA
60844-000	Cargo Surveyor	168	5,218	1	4,098	0	NA	1	100%	0	NA
85271-100	Horse Trails	168	5,218	1	4,098	0	NA	1	100%	0	NA
60375-200	Floor Waxing	166	5,228	1	4,098	0	NA	1	100%	0	NA
60538-200	Product Testing	166	5,228	1	4,098	0	NA	1	100%	0	NA
90021-350	Charity - Civil Rights	166	5,228	1	4,098	1	100%	0	NA	0	NA
30634-000	Soldering Equipment	164	5,234	1	4,098	1	100%	0	NA	0	NA
30107-000	Clock Components	162	5,243	1	4,098	0	NA	1	100%	0	NA
85319-100	Chain Link Fence Sales	162	5,243	1	4,098	0	NA	1	100%	0	NA
44063-000	Holidays	156	5,258	1	4,098	0	NA	1	100%	0	NA
30050-110	Watercraft Sales	153	5,265	1	4,098	0	NA	1	100%	0	NA
30399-000	Milling Cutters	152	5,268	1	4,098	0	NA	0	NA	1	100%
60121-000	Ballistics Expert	152	5,268	1	4,098	1	100%	0	NA	0	NA
60161-000	Bridal Gown Preservation	152	5,268	1	4,098	1	100%	0	NA	0	NA
55665-000	Skating	150	5,276	1	4,098	1	100%	0	NA	0	NA
50191-150	Countertop Resurfacing	149	5,278	1	4,098	1	100%	0	NA	0	NA
60178-000	Camping Equipment Rentals	148	5,280	1	4,098	1	100%	0	NA	0	NA
85293-010	Criminal Record Check	147	5,283	1	4,098	0	NA	1	100%	0	NA
80012-000	Air Brushes	146	5,287	1	4,098	0	NA	0	NA	1	100%
80571-100	Wholesale Plumbing Fixtures	144	5,297	1	4,098	1	100%	0	NA	0	NA
50230-000	Dress Trimmings	143	5,300	1	4,098	1	100%	0	NA	0	NA
61092-010	Band	143	5,300	1	4,098	1	100%	0	NA	0	NA
00132-000	Fishery Consultants	141	5,309	1	4,098	1	100%	0	NA	0	NA
30614-200	Photoluminescent Signs	141	5,309	1	4,098	1	100%	0	NA	0	NA
60919-100	Van Accessories	141	5,309	1	4,098	0	NA	1	100%	0	NA
60428-000	Hay Rides	139	5,318	1	4,098	0	NA	1	100%	0	NA
88600-000	Aquatic Rescue	139	5,318	1	4,098	1	100%	0	NA	0	NA
80511-300	Office Equipment Leasing	138	5,327	1	4,098	0	NA	1	100%	0	NA
44129-100	Music Therapy	136	5,333	1	4,098	1	100%	0	NA	0	NA
50020-000	Aprons	136	5,333	1	4,098	1	100%	0	NA	0	NA
30318-000	Knitting Machine	135	5,339	1	4,098	0	NA	0	NA	1	100%
60249-000	Concert Bureaus	133	5,346	1	4,098	1	100%	0	NA	0	NA
60929-110	DVD Duplication	133	5,346	1	4,098	1	100%	0	NA	0	NA
50382-000	Laces	128	5,363	1	4,098	0	NA	1	100%	0	NA
50317-110	Silver Buyers	127	5,367	1	4,098	0	NA	1	100%	0	NA
50643-100	Cigar Bar	127	5,367	1	4,098	0	NA	1	100%	0	NA
42000-100	Development Permits	125	5,376	1	4,098	0	NA	1	100%	0	NA
60224-000	Coils	123	5,383	1	4,098	0	NA	1	100%	0	NA
60314-000	Dyer	123	5,383	1	4,098	1	100%	0	NA	0	NA
80117-000	Brush Manufacturers	119	5,403	1	4,098	1	100%	0	NA	0	NA
30619-100	Silversmith	111	5,429	1	4,098	1	100%	0	NA	0	NA
50680-000	Jokes	110	5,431	1	4,098	0	NA	1	100%	0	NA
30692-000	Thread Rolling	107	5,437	1	4,098	1	100%	0	NA	0	NA
70525-010	Boathouse	106	5,444	1	4,098	0	NA	1	100%	0	NA
00217-000	Titanium	105	5,449	1	4,098	1	100%	0	NA	0	NA
30361-100	Luggage Manufacturers	102	5,460	1	4,098	0	NA	1	100%	0	NA
50673-200	Enclosed Trailers	102	5,460	1	4,098	1	100%	0	NA	0	NA
60075-137	Agriculture Attorney	102	5,460	1	4,098	1	100%	0	NA	0	NA
50556-000	Sash Operating Devices	100	5,472	1	4,098	1	100%	0	NA	0	NA
80005-000	Acid	100	5,472	1	4,098	0	NA	1	100%	0	NA
60561-000	Resilvering Mirrors	98	5,487	1	4,098	0	NA	1	100%	0	NA
50340-000	Hinge	97	5,492	1	4,098	1	100%	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
55660-100	Disc Golf	96	5,495	1	4,098	1	100%	0	NA	0	NA
85303-110	Dry Rot Repair	96	5,495	1	4,098	0	NA	1	100%	0	NA
30586-100	School Equipment	95	5,504	1	4,098	1	100%	0	NA	0	NA
30731-000	Vial	95	5,504	1	4,098	1	100%	0	NA	0	NA
55637-000	Family Planning	93	5,512	1	4,098	0	NA	1	100%	0	NA
60187-000	Carpet Rental	92	5,517	1	4,098	1	100%	0	NA	0	NA
80545-300	Pencil Manufacturers	92	5,517	1	4,098	0	NA	1	100%	0	NA
60032-000	Airport Designer	91	5,526	1	4,098	0	NA	1	100%	0	NA
70504-200	Aircraft Lease	91	5,526	1	4,098	0	NA	1	100%	0	NA
50698-000	Variable Speed Drive	89	5,535	1	4,098	1	100%	0	NA	0	NA
80292-100	Feed Mill Supplies	89	5,535	1	4,098	0	NA	1	100%	0	NA
30360-000	Luggage Manufacturers Equipment and Supplies	88	5,543	1	4,098	0	NA	1	100%	0	NA
30523-000	Power Take Off	81	5,571	1	4,098	1	100%	0	NA	0	NA
80325-200	Fruit Trees	81	5,571	1	4,098	1	100%	0	NA	0	NA
60357-000	Eye Bank	78	5,591	1	4,098	0	NA	1	100%	0	NA
50066-000	Bed Wetting	76	5,602	1	4,098	1	100%	0	NA	0	NA
60579-000	Motion Picture Film Libraries	74	5,612	1	4,098	0	NA	1	100%	0	NA
50270-000	Electric Flashers	73	5,623	1	4,098	1	100%	0	NA	0	NA
80331-000	Fur Farm Equipment	71	5,635	1	4,098	0	NA	1	100%	0	NA
60927-050	Virtual Reality Arcade	70	5,640	1	4,098	0	NA	0	NA	1	100%
30054-100	Fiber Boxes	69	5,648	1	4,098	0	NA	1	100%	0	NA
55669-000	Surfing	67	5,658	1	4,098	0	NA	1	100%	0	NA
50614-000	Staples	65	5,669	1	4,098	1	100%	0	NA	0	NA
80070-000	Batching Equipment	65	5,669	1	4,098	0	NA	1	100%	0	NA
00222-400	Veterinary Neurology	64	5,675	1	4,098	0	NA	1	100%	0	NA
30266-000	Glass Coating Machinery	60	5,697	1	4,098	0	NA	1	100%	0	NA
44134-000	Weather	58	5,710	1	4,098	0	NA	1	100%	0	NA
80089-100	Blueprinting Equipment	57	5,715	1	4,098	0	NA	1	100%	0	NA
60533-110	Meeting Room	56	5,724	1	4,098	0	NA	1	100%	0	NA
70561-000	Light Plant	56	5,724	1	4,098	1	100%	0	NA	0	NA
30608-100	Ship Repair	54	5,740	1	4,098	0	NA	1	100%	0	NA
50620-050	Hurricane Windows	49	5,768	1	4,098	0	NA	1	100%	0	NA
96000-100	Social Enterprise	49	5,768	1	4,098	0	NA	1	100%	0	NA
80796-000	Wire Stitching Machine	48	5,776	1	4,098	0	NA	1	100%	0	NA
85327-110	Fiberglass Shower	48	5,776	1	4,098	1	100%	0	NA	0	NA
80735-000	Tobacco Buyers	45	5,798	1	4,098	0	NA	1	100%	0	NA
80805-000	Band Shell	45	5,798	1	4,098	0	NA	1	100%	0	NA
80167-100	Chiropractor Supplies	39	5,836	1	4,098	1	100%	0	NA	0	NA
80719-000	Teletypewriters Supplies	39	5,836	1	4,098	0	NA	1	100%	0	NA
61092-100	Band Competitions	34	5,862	1	4,098	0	NA	1	100%	0	NA
96000-700	Social Impact Education and Research	32	5,879	1	4,098	1	100%	0	NA	0	NA
60056-010	Construction Specs	30	5,893	1	4,098	1	100%	0	NA	0	NA
70566-100	Moorage	30	5,893	1	4,098	0	NA	1	100%	0	NA
72250-100	Rage Rooms	30	5,893	1	4,098	1	100%	0	NA	0	NA
10098-100	Parking Space Rental	27	5,914	1	4,098	1	100%	0	NA	0	NA
80679-000	Spool	25	5,930	1	4,098	0	NA	1	100%	0	NA
80720-000	Teletypewriter	25	5,930	1	4,098	0	NA	1	100%	0	NA
30380-100	Salad Dressing	21	5,962	1	4,098	0	NA	1	100%	0	NA
60075-159	Human Rights Lawyer	20	5,969	1	4,098	1	100%	0	NA	0	NA
30267-000	Glass Rods	19	5,977	1	4,098	0	NA	1	100%	0	NA
60260-000	Convent	18	5,985	1	4,098	0	NA	1	100%	0	NA
60487-100	Custom Synthesis	18	5,985	1	4,098	0	NA	1	100%	0	NA
60075-200	Deed of Trust	16	6,002	1	4,098	0	NA	1	100%	0	NA
60935-110	Dryer Vent Installation	16	6,002	1	4,098	0	NA	1	100%	0	NA
30594-000	Sculpting Equipment	15	6,015	1	4,098	0	NA	1	100%	0	NA
30448-100	Skids	14	6,022	1	4,098	0	NA	1	100%	0	NA
50172-000	Compass	14	6,022	1	4,098	1	100%	0	NA	0	NA
80332-020	Gas Furnace	12	6,043	1	4,098	0	NA	1	100%	0	NA
80781-100	Wholesale Water Heaters	12	6,043	1	4,098	0	NA	1	100%	0	NA
50652-100	Tennis Supplies	11	6,056	1	4,098	0	NA	1	100%	0	NA
60849-000	Synagogue	11	6,056	1	4,098	1	100%	0	NA	0	NA
80676-100	Wholesale Speakers	11	6,056	1	4,098	1	100%	0	NA	0	NA
30763-000	Zinc Oxide	10	6,070	1	4,098	1	100%	0	NA	0	NA
65665-100	Kinesiology	10	6,070	1	4,098	0	NA	1	100%	0	NA
70583-200	Podcast	10	6,070	1	4,098	1	100%	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
70573-100	Moving boxes	8	6,100	1	4,098	0	NA	1	100%	0	NA
30404-100	Rocket Manufacturing	7	6,110	1	4,098	0	NA	1	100%	0	NA
60075-170	Discrimination Lawyer	6	6,121	1	4,098	0	NA	1	100%	0	NA
60420-200	Hair Transplants	6	6,121	1	4,098	1	100%	0	NA	0	NA
20047-110	Ranch Loans	3	6,151	1	4,098	1	100%	0	NA	0	NA
10031-000	Concrete Sawing	9,554	1,811	0	4,686	0	NA	0	NA	0	NA
60067-000	Asbestos Testing	8,119	1,962	0	4,686	0	NA	0	NA	0	NA
10144-000	Structural Steel Detailing	5,680	2,308	0	4,686	0	NA	0	NA	0	NA
80481-000	Metal Stamping	5,129	2,385	0	4,686	0	NA	0	NA	0	NA
80218-000	Cranes	5,083	2,395	0	4,686	0	NA	0	NA	0	NA
10025-100	Acoustical Ceiling Contractors	4,916	2,428	0	4,686	0	NA	0	NA	0	NA
80518-000	Oilfield Equipment	4,748	2,457	0	4,686	0	NA	0	NA	0	NA
00133-000	Forester Consulting	4,654	2,477	0	4,686	0	NA	0	NA	0	NA
80626-000	Scaffolding	4,651	2,478	0	4,686	0	NA	0	NA	0	NA
85372-000	Backflow Prevention Devices	4,635	2,482	0	4,686	0	NA	0	NA	0	NA
60091-000	Audio Visual Equipment Rental	3,917	2,649	0	4,686	0	NA	0	NA	0	NA
00186-000	Oil Well Services	3,707	2,691	0	4,686	0	NA	0	NA	0	NA
85287-100	Technical Recruiting	3,662	2,706	0	4,686	0	NA	0	NA	0	NA
10081-200	Mechanical Insulation Contractors	3,650	2,712	0	4,686	0	NA	0	NA	0	NA
00180-000	Oil Well Drilling	3,503	2,761	0	4,686	0	NA	0	NA	0	NA
80202-000	Conveyor	3,403	2,795	0	4,686	0	NA	0	NA	0	NA
10011-000	Bridge Builder	3,275	2,834	0	4,686	0	NA	0	NA	0	NA
00108-000	Animal Artificial Insemination	3,225	2,855	0	4,686	0	NA	0	NA	0	NA
60632-200	Professional Organizer	3,224	2,856	0	4,686	0	NA	0	NA	0	NA
60696-000	Interior Design Plants and Maintenance	3,169	2,879	0	4,686	0	NA	0	NA	0	NA
80782-000	Water Well Drilling Equipment	3,133	2,890	0	4,686	0	NA	0	NA	0	NA
60463-000	Industrial Consultants	2,918	2,947	0	4,686	0	NA	0	NA	0	NA
65449-000	House Sitting	2,870	2,959	0	4,686	0	NA	0	NA	0	NA
70613-000	Sweeping Service	2,868	2,961	0	4,686	0	NA	0	NA	0	NA
60784-200	Dental Assistant School	2,780	2,991	0	4,686	0	NA	0	NA	0	NA
10051-000	Fallout Shelter Equipment and Supplies	2,721	3,014	0	4,686	0	NA	0	NA	0	NA
00175-000	Oilfield Hauling	2,662	3,030	0	4,686	0	NA	0	NA	0	NA
65135-000	Adult Foster Care	2,590	3,048	0	4,686	0	NA	0	NA	0	NA
10095-500	Industrial Painting	2,576	3,055	0	4,686	0	NA	0	NA	0	NA
00102-000	Agricultural Consultant	2,509	3,079	0	4,686	0	NA	0	NA	0	NA
30455-000	Paper Manufacturers	2,499	3,082	0	4,686	0	NA	0	NA	0	NA
10046-100	Drywall Texture	2,349	3,133	0	4,686	0	NA	0	NA	0	NA
30265-000	Glass Blower	2,255	3,164	0	4,686	0	NA	0	NA	0	NA
80398-050	Supply Chain Management	2,227	3,179	0	4,686	0	NA	0	NA	0	NA
70633-000	Truck Permits	2,154	3,199	0	4,686	0	NA	0	NA	0	NA
10071-000	Greenhouse Builder	2,109	3,210	0	4,686	0	NA	0	NA	0	NA
30156-000	Die Casting	2,099	3,214	0	4,686	0	NA	0	NA	0	NA
60075-145	Intellectual Property Lawyer	2,057	3,233	0	4,686	0	NA	0	NA	0	NA
00158-000	Limestone	2,035	3,244	0	4,686	0	NA	0	NA	0	NA
00202-000	Quarries	2,028	3,247	0	4,686	0	NA	0	NA	0	NA
60378-000	Food Service Consultants	2,021	3,254	0	4,686	0	NA	0	NA	0	NA
30648-000	Steel Fabrication Equipment	2,015	3,256	0	4,686	0	NA	0	NA	0	NA
80338-000	Gasoline Plant Equipment	1,980	3,273	0	4,686	0	NA	0	NA	0	NA
70639-000	Liquid or Dry Bulk Trucking	1,976	3,275	0	4,686	0	NA	0	NA	0	NA
60901-100	Interpreters	1,971	3,276	0	4,686	0	NA	0	NA	0	NA
10043-001	Sump Pump Contractors	1,968	3,278	0	4,686	0	NA	0	NA	0	NA
70555-000	Grain Elevator	1,929	3,301	0	4,686	0	NA	0	NA	0	NA
80475-000	Metal Powder Fabricators	1,920	3,303	0	4,686	0	NA	0	NA	0	NA
10058-100	Floor Removal	1,900	3,312	0	4,686	0	NA	0	NA	0	NA
30154-000	Diamond Cutter	1,871	3,326	0	4,686	0	NA	0	NA	0	NA
60333-000	Engineer Report	1,871	3,326	0	4,686	0	NA	0	NA	0	NA
50296-000	Garbage Disposal Parts	1,840	3,346	0	4,686	0	NA	0	NA	0	NA
50647-200	Telecommunication Design	1,791	3,368	0	4,686	0	NA	0	NA	0	NA
85291-000	Reiki Therapy	1,783	3,371	0	4,686	0	NA	0	NA	0	NA
30615-000	Sign Equipment	1,768	3,380	0	4,686	0	NA	0	NA	0	NA
60875-000	Stage Lighting	1,741	3,396	0	4,686	0	NA	0	NA	0	NA
50254-100	Organic Fertilizer	1,715	3,410	0	4,686	0	NA	0	NA	0	NA
00138-000	Gas Well Drilling	1,705	3,416	0	4,686	0	NA	0	NA	0	NA
60774-000	Saw Blade Sharpening	1,696	3,422	0	4,686	0	NA	0	NA	0	NA
50587-000	Silverware	1,693	3,423	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
10084-000	Lathing Contractors	1,676	3,429	0	4,686	0	NA	0	NA	0	NA
30499-000	Plastic Foam	1,642	3,446	0	4,686	0	NA	0	NA	0	NA
90023-000	Ponzi Scheme	1,629	3,457	0	4,686	0	NA	0	NA	0	NA
30296-000	Identification Equipment	1,618	3,463	0	4,686	0	NA	0	NA	0	NA
60940-010	Soft Washing	1,618	3,463	0	4,686	0	NA	0	NA	0	NA
30287-000	Metal Heat Treating	1,588	3,482	0	4,686	0	NA	0	NA	0	NA
10031-100	Concrete Removal	1,579	3,487	0	4,686	0	NA	0	NA	0	NA
80519-000	Oilfield Supplies	1,576	3,492	0	4,686	0	NA	0	NA	0	NA
80572-000	Plywood	1,574	3,497	0	4,686	0	NA	0	NA	0	NA
30297-000	Imprinting	1,565	3,499	0	4,686	0	NA	0	NA	0	NA
30646-000	Steel Mill	1,561	3,503	0	4,686	0	NA	0	NA	0	NA
85361-010	Garage Remodel	1,551	3,508	0	4,686	0	NA	0	NA	0	NA
30591-000	Screw Machine Products	1,540	3,515	0	4,686	0	NA	0	NA	0	NA
30260-000	Gasket	1,533	3,521	0	4,686	0	NA	0	NA	0	NA
30285-000	Wholesale Hats	1,519	3,527	0	4,686	0	NA	0	NA	0	NA
80689-200	Reinforcing Steel	1,503	3,540	0	4,686	0	NA	0	NA	0	NA
10094-000	Paint Removal	1,487	3,548	0	4,686	0	NA	0	NA	0	NA
30761-000	X-Ray Equipment	1,464	3,557	0	4,686	0	NA	0	NA	0	NA
80332-000	Industrial Furnace	1,464	3,557	0	4,686	0	NA	0	NA	0	NA
60514-000	Library Research Service	1,461	3,562	0	4,686	0	NA	0	NA	0	NA
80353-000	Grain Dealers	1,461	3,562	0	4,686	0	NA	0	NA	0	NA
30602-100	Vacuum Truck	1,452	3,569	0	4,686	0	NA	0	NA	0	NA
00116-000	Coal Mining	1,419	3,596	0	4,686	0	NA	0	NA	0	NA
44006-110	Commercial Appliance Repair	1,414	3,600	0	4,686	0	NA	0	NA	0	NA
50227-000	Drapery Installation Service	1,410	3,604	0	4,686	0	NA	0	NA	0	NA
60412-000	Driving Range	1,406	3,607	0	4,686	0	NA	0	NA	0	NA
50547-000	Riggers Equipment and Supplies	1,394	3,615	0	4,686	0	NA	0	NA	0	NA
30488-000	Pipe Fittings	1,381	3,625	0	4,686	0	NA	0	NA	0	NA
60056-200	Facility Planning	1,374	3,630	0	4,686	0	NA	0	NA	0	NA
60075-104	Mass Torts Lawyers	1,374	3,630	0	4,686	0	NA	0	NA	0	NA
85010-000	Corporate Awards	1,355	3,648	0	4,686	0	NA	0	NA	0	NA
80589-000	Pump Supplies	1,340	3,659	0	4,686	0	NA	0	NA	0	NA
60600-000	Vocal Lessons	1,329	3,666	0	4,686	0	NA	0	NA	0	NA
10169-200	Well Inspection	1,315	3,672	0	4,686	0	NA	0	NA	0	NA
30466-000	Partition	1,292	3,695	0	4,686	0	NA	0	NA	0	NA
70578-000	Pilot Car Services	1,273	3,704	0	4,686	0	NA	0	NA	0	NA
00100-000	Aerial Applicators	1,272	3,707	0	4,686	0	NA	0	NA	0	NA
80513-000	Used Office Furniture	1,254	3,716	0	4,686	0	NA	0	NA	0	NA
30658-000	Surveying Instruments	1,240	3,735	0	4,686	0	NA	0	NA	0	NA
10014-200	Building Envelope Restoration	1,235	3,738	0	4,686	0	NA	0	NA	0	NA
00206-000	Riggers	1,229	3,740	0	4,686	0	NA	0	NA	0	NA
30326-000	Plastic Lamination	1,224	3,745	0	4,686	0	NA	0	NA	0	NA
80309-000	Seafood Brokers	1,223	3,747	0	4,686	0	NA	0	NA	0	NA
30564-000	Rendering Services	1,220	3,749	0	4,686	0	NA	0	NA	0	NA
50413-000	Marine Electrical	1,216	3,756	0	4,686	0	NA	0	NA	0	NA
00157-010	Hedge Trimming	1,214	3,758	0	4,686	0	NA	0	NA	0	NA
80623-000	Sandblasting Equipment	1,200	3,764	0	4,686	0	NA	0	NA	0	NA
60852-000	Tank Cleaning	1,198	3,766	0	4,686	0	NA	0	NA	0	NA
80264-000	Eggs	1,190	3,775	0	4,686	0	NA	0	NA	0	NA
85254-000	Foreign Pharmaceutical Suppliers	1,190	3,775	0	4,686	0	NA	0	NA	0	NA
30713-000	Truck Refrigeration Equipment	1,186	3,781	0	4,686	0	NA	0	NA	0	NA
80640-000	Sewer Pipe	1,168	3,791	0	4,686	0	NA	0	NA	0	NA
30286-000	Heat Exchanger	1,165	3,793	0	4,686	0	NA	0	NA	0	NA
50474-000	Outplacement Consultant	1,154	3,799	0	4,686	0	NA	0	NA	0	NA
30520-000	Industrial Power Processing	1,148	3,802	0	4,686	0	NA	0	NA	0	NA
10182-400	Evaporative Coolers	1,126	3,818	0	4,686	0	NA	0	NA	0	NA
63100-000	Freezer Food Sales	1,121	3,822	0	4,686	0	NA	0	NA	0	NA
30246-000	Wholesale Fur	1,114	3,826	0	4,686	0	NA	0	NA	0	NA
60469-100	Drywall Inspection	1,113	3,831	0	4,686	0	NA	0	NA	0	NA
60799-000	Shoe Shining	1,089	3,848	0	4,686	0	NA	0	NA	0	NA
80210-000	Cotton Gin	1,085	3,854	0	4,686	0	NA	0	NA	0	NA
80256-000	Dry Ice	1,071	3,870	0	4,686	0	NA	0	NA	0	NA
30252-000	Furniture Frames	1,053	3,885	0	4,686	0	NA	0	NA	0	NA
10070-000	Grain Elevator Construction	1,049	3,888	0	4,686	0	NA	0	NA	0	NA
30526-000	Power Press Equipment	1,044	3,893	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
50125-000	Camper Parts	1,043	3,895	0	4,686	0	NA	0	NA	0	NA
30496-000	Plastic Extruder	1,041	3,898	0	4,686	0	NA	0	NA	0	NA
30514-000	Polyethylene	1,039	3,901	0	4,686	0	NA	0	NA	0	NA
60775-000	Scalp Care	1,035	3,906	0	4,686	0	NA	0	NA	0	NA
10177-310	Property Preservation	1,024	3,916	0	4,686	0	NA	0	NA	0	NA
80622-000	Sand and Gravel Handling Equipment	1,020	3,920	0	4,686	0	NA	0	NA	0	NA
10089-100	Parging	1,013	3,925	0	4,686	0	NA	0	NA	0	NA
80593-000	Railroad Equipment	1,013	3,925	0	4,686	0	NA	0	NA	0	NA
30424-000	Oil Operators	1,011	3,928	0	4,686	0	NA	0	NA	0	NA
30601-000	Sewage Treatment Equipment	1,011	3,928	0	4,686	0	NA	0	NA	0	NA
30743-000	Weather Instruments	1,010	3,930	0	4,686	0	NA	0	NA	0	NA
80101-000	Box Making Equipment	986	3,947	0	4,686	0	NA	0	NA	0	NA
30280-000	Precision Grinding	980	3,952	0	4,686	0	NA	0	NA	0	NA
60890-000	Towel Supply Service	966	3,959	0	4,686	0	NA	0	NA	0	NA
60908-000	Truck Lettering	958	3,970	0	4,686	0	NA	0	NA	0	NA
00138-300	Geothermal Drilling	957	3,971	0	4,686	0	NA	0	NA	0	NA
80562-000	Pipe Line Equipment	948	3,978	0	4,686	0	NA	0	NA	0	NA
30565-000	Resin	945	3,980	0	4,686	0	NA	0	NA	0	NA
70549-000	Ferry	938	3,982	0	4,686	0	NA	0	NA	0	NA
50111-000	Used Building Materials	936	3,983	0	4,686	0	NA	0	NA	0	NA
80525-000	Oil Well Supplies	933	3,988	0	4,686	0	NA	0	NA	0	NA
80270-000	Electric Switchboard	930	3,989	0	4,686	0	NA	0	NA	0	NA
30219-000	Fiberglass	928	3,991	0	4,686	0	NA	0	NA	0	NA
10166-000	Wallpaper Removal	927	3,992	0	4,686	0	NA	0	NA	0	NA
30386-000	Metal Cleaning	927	3,992	0	4,686	0	NA	0	NA	0	NA
80518-300	Oil Tank Installation	925	3,995	0	4,686	0	NA	0	NA	0	NA
30515-000	Polyurethane	923	3,998	0	4,686	0	NA	0	NA	0	NA
60402-000	Geologist	916	4,004	0	4,686	0	NA	0	NA	0	NA
85329-000	Right of Way Acquisition Services	908	4,011	0	4,686	0	NA	0	NA	0	NA
80194-000	Concrete Breaking	907	4,014	0	4,686	0	NA	0	NA	0	NA
10096-000	Paper Hanger	902	4,017	0	4,686	0	NA	0	NA	0	NA
20022-000	Crop Insurance	900	4,018	0	4,686	0	NA	0	NA	0	NA
44016-010	Seawall Construction	900	4,018	0	4,686	0	NA	0	NA	0	NA
60626-000	Document Destruction	893	4,022	0	4,686	0	NA	0	NA	0	NA
60753-000	Rest Home	893	4,022	0	4,686	0	NA	0	NA	0	NA
60685-100	Equine Therapy	891	4,025	0	4,686	0	NA	0	NA	0	NA
10103-000	Pile Driving	888	4,029	0	4,686	0	NA	0	NA	0	NA
60503-000	Office Layout	875	4,042	0	4,686	0	NA	0	NA	0	NA
30163-000	Display Installation Service	874	4,044	0	4,686	0	NA	0	NA	0	NA
77400-100	Pre Settlement Funding	874	4,044	0	4,686	0	NA	0	NA	0	NA
30608-000	Ship Builder	870	4,048	0	4,686	0	NA	0	NA	0	NA
60244-000	Computer Room Equipment	870	4,048	0	4,686	0	NA	0	NA	0	NA
80651-000	Shopping Baskets	868	4,051	0	4,686	0	NA	0	NA	0	NA
80608-000	Road Building	861	4,056	0	4,686	0	NA	0	NA	0	NA
60047-000	Apprenticeship Programs	853	4,064	0	4,686	0	NA	0	NA	0	NA
30001-000	Accumulator	847	4,069	0	4,686	0	NA	0	NA	0	NA
80017-000	Aircraft Ground Support	847	4,069	0	4,686	0	NA	0	NA	0	NA
30780-000	Soil Conservation Service	843	4,074	0	4,686	0	NA	0	NA	0	NA
30563-000	Refractory	836	4,077	0	4,686	0	NA	0	NA	0	NA
30048-000	Blowers	835	4,078	0	4,686	0	NA	0	NA	0	NA
30138-000	Corrosion Control	826	4,086	0	4,686	0	NA	0	NA	0	NA
30134-000	Cooling Tower	816	4,097	0	4,686	0	NA	0	NA	0	NA
60654-000	Photo Finishing Wholesale	801	4,110	0	4,686	0	NA	0	NA	0	NA
60688-100	Piano Restoration	799	4,111	0	4,686	0	NA	0	NA	0	NA
00157-201	Tractor Work	797	4,113	0	4,686	0	NA	0	NA	0	NA
30698-000	Punch Clock	786	4,125	0	4,686	0	NA	0	NA	0	NA
60005-100	Forensic Accounting	786	4,125	0	4,686	0	NA	0	NA	0	NA
30185-000	Electrical Discharge Machines	780	4,131	0	4,686	0	NA	0	NA	0	NA
80523-000	Oil Refinery Equipment	780	4,131	0	4,686	0	NA	0	NA	0	NA
00168-000	Mining Consultants	779	4,133	0	4,686	0	NA	0	NA	0	NA
30662-000	Power Sweeper	779	4,133	0	4,686	0	NA	0	NA	0	NA
60485-000	Labor Relations Consultant	779	4,133	0	4,686	0	NA	0	NA	0	NA
30176-000	Elastic Stockings	773	4,142	0	4,686	0	NA	0	NA	0	NA
85370-000	Diecast Car Dealers	773	4,142	0	4,686	0	NA	0	NA	0	NA
30718-000	Turbine	770	4,145	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
80687-000	Steam Baths	767	4,148	0	4,686	0	NA	0	NA	0	NA
61049-000	Bronzing	765	4,149	0	4,686	0	NA	0	NA	0	NA
60213-000	City Planners	764	4,153	0	4,686	0	NA	0	NA	0	NA
30028-000	Badges	760	4,157	0	4,686	0	NA	0	NA	0	NA
80337-000	Gasoline Additives Manufacturers and Distributors	757	4,159	0	4,686	0	NA	0	NA	0	NA
10104-000	Pipe and Boiler Covering Contractors	755	4,162	0	4,686	0	NA	0	NA	0	NA
50267-000	Fishing Tackle Parts	753	4,165	0	4,686	0	NA	0	NA	0	NA
00227-000	Hog Farm	751	4,169	0	4,686	0	NA	0	NA	0	NA
30687-000	Textile Printing Equipment	742	4,181	0	4,686	0	NA	0	NA	0	NA
61013-100	Funeral Escort	740	4,184	0	4,686	0	NA	0	NA	0	NA
30571-000	Synthetic Rubber	728	4,197	0	4,686	0	NA	0	NA	0	NA
80771-000	Video Equipment Manufacturers	728	4,197	0	4,686	0	NA	0	NA	0	NA
70505-000	Aircraft Ferry	722	4,208	0	4,686	0	NA	0	NA	0	NA
77000-000	Custom Harvesting	721	4,211	0	4,686	0	NA	0	NA	0	NA
60505-000	Cleaning Leather	717	4,213	0	4,686	0	NA	0	NA	0	NA
30197-000	Embroidery Machine	715	4,216	0	4,686	0	NA	0	NA	0	NA
20023-210	Flood Emergency	714	4,217	0	4,686	0	NA	0	NA	0	NA
30554-020	Deck Railings	714	4,217	0	4,686	0	NA	0	NA	0	NA
00160-000	Livestock Buyer	713	4,219	0	4,686	0	NA	0	NA	0	NA
80788-000	Wheel Alignment Equipment	704	4,229	0	4,686	0	NA	0	NA	0	NA
10083-100	Brush Hogging	700	4,231	0	4,686	0	NA	0	NA	0	NA
50206-300	Biofuel	700	4,231	0	4,686	0	NA	0	NA	0	NA
70527-000	Boat Yard	698	4,235	0	4,686	0	NA	0	NA	0	NA
55625-000	Oilfield	696	4,236	0	4,686	0	NA	0	NA	0	NA
85264-200	Fence Rental	694	4,238	0	4,686	0	NA	0	NA	0	NA
30254-000	Furniture Manufacturers Equipment	693	4,241	0	4,686	0	NA	0	NA	0	NA
61016-200	Personal Organizer	693	4,241	0	4,686	0	NA	0	NA	0	NA
30486-000	Pipe Bending	690	4,245	0	4,686	0	NA	0	NA	0	NA
50221-400	Industrial Doors	686	4,247	0	4,686	0	NA	0	NA	0	NA
30074-000	Confectionery Brokers	684	4,249	0	4,686	0	NA	0	NA	0	NA
60838-000	Structural Integration	684	4,249	0	4,686	0	NA	0	NA	0	NA
60817-100	Domestic Abuse Services	683	4,252	0	4,686	0	NA	0	NA	0	NA
60293-100	Disinfecting	679	4,258	0	4,686	0	NA	0	NA	0	NA
80612-000	Rubber Stamping Supplies	675	4,265	0	4,686	0	NA	0	NA	0	NA
10069-000	Golf Course Construction	674	4,266	0	4,686	0	NA	0	NA	0	NA
00207-000	Wildlife Sanctuary	673	4,269	0	4,686	0	NA	0	NA	0	NA
80297-100	Filing Supplies	672	4,271	0	4,686	0	NA	0	NA	0	NA
30064-000	Bronze	669	4,277	0	4,686	0	NA	0	NA	0	NA
60948-100	Welding Inspector	669	4,277	0	4,686	0	NA	0	NA	0	NA
10133-000	Shoring	665	4,281	0	4,686	0	NA	0	NA	0	NA
60341-000	Fuel Conversion Engines	665	4,281	0	4,686	0	NA	0	NA	0	NA
50224-100	Custom Draperies	661	4,285	0	4,686	0	NA	0	NA	0	NA
60492-000	Lamp Repair	659	4,289	0	4,686	0	NA	0	NA	0	NA
80128-000	Advertising Buttons	656	4,291	0	4,686	0	NA	0	NA	0	NA
30208-100	Glass Engravers	655	4,292	0	4,686	0	NA	0	NA	0	NA
60075-103	Environmental Lawyer	652	4,297	0	4,686	0	NA	0	NA	0	NA
60493-000	Lamp Supplies	650	4,299	0	4,686	0	NA	0	NA	0	NA
30664-000	Electric Switches	645	4,306	0	4,686	0	NA	0	NA	0	NA
30322-000	Plastic Labels	643	4,308	0	4,686	0	NA	0	NA	0	NA
60610-000	Noise Control Consultants	641	4,309	0	4,686	0	NA	0	NA	0	NA
80146-000	Carpet Layers Supplies	638	4,310	0	4,686	0	NA	0	NA	0	NA
32000-000	Insulated Panels	631	4,319	0	4,686	0	NA	0	NA	0	NA
20047-600	Construction Loans	627	4,325	0	4,686	0	NA	0	NA	0	NA
30396-000	Meter Repair	627	4,325	0	4,686	0	NA	0	NA	0	NA
60674-000	Industrial Medicine	621	4,330	0	4,686	0	NA	0	NA	0	NA
80125-000	Used Bus	620	4,332	0	4,686	0	NA	0	NA	0	NA
10048-000	Dust Collecting Systems	617	4,335	0	4,686	0	NA	0	NA	0	NA
60546-000	Mausoleum	617	4,335	0	4,686	0	NA	0	NA	0	NA
50023-000	Architectural Supplies	613	4,343	0	4,686	0	NA	0	NA	0	NA
10134-000	Shoring Contractors	612	4,344	0	4,686	0	NA	0	NA	0	NA
80305-000	Fire Hydrant	610	4,345	0	4,686	0	NA	0	NA	0	NA
60835-000	Stenographer	608	4,350	0	4,686	0	NA	0	NA	0	NA
80751-000	Truck Wash Equipment	603	4,358	0	4,686	0	NA	0	NA	0	NA
30127-010	Injection Molding	597	4,365	0	4,686	0	NA	0	NA	0	NA
30230-000	Raw Flavoring Extracts	593	4,370	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
30536-200	Printing Repair	593	4,370	0	4,686	0	NA	0	NA	0	NA
30530-000	Printed and Etched Circuits	592	4,372	0	4,686	0	NA	0	NA	0	NA
60276-000	Hydrostatic Testing	589	4,375	0	4,686	0	NA	0	NA	0	NA
80673-000	Wholesale Souvenirs	585	4,382	0	4,686	0	NA	0	NA	0	NA
30552-000	Radiator Covers	584	4,383	0	4,686	0	NA	0	NA	0	NA
00127-100	Tilling	583	4,384	0	4,686	0	NA	0	NA	0	NA
30507-000	Plastic Forming	582	4,385	0	4,686	0	NA	0	NA	0	NA
80251-010	Directional Boring	582	4,385	0	4,686	0	NA	0	NA	0	NA
30104-000	Circuit Breaker	581	4,387	0	4,686	0	NA	0	NA	0	NA
30330-000	Lapidary Equipment	581	4,387	0	4,686	0	NA	0	NA	0	NA
10139-100	Skylight Distributors	580	4,390	0	4,686	0	NA	0	NA	0	NA
80542-000	Paving Equipment	577	4,392	0	4,686	0	NA	0	NA	0	NA
30656-000	Street Lighting	575	4,394	0	4,686	0	NA	0	NA	0	NA
80626-100	Aerial Lift Repair	575	4,394	0	4,686	0	NA	0	NA	0	NA
60775-200	Scalp Micropigmentation	574	4,398	0	4,686	0	NA	0	NA	0	NA
30307-000	Investment Casting	571	4,399	0	4,686	0	NA	0	NA	0	NA
60325-000	Embalming	571	4,399	0	4,686	0	NA	0	NA	0	NA
50179-000	Concrete Patching Compound	568	4,406	0	4,686	0	NA	0	NA	0	NA
80123-000	Bus Manufacturers	566	4,409	0	4,686	0	NA	0	NA	0	NA
80667-000	Soil Conditioner	561	4,415	0	4,686	0	NA	0	NA	0	NA
30364-000	Treated Lumber	555	4,417	0	4,686	0	NA	0	NA	0	NA
30704-000	Tool Grinding Industrial	555	4,417	0	4,686	0	NA	0	NA	0	NA
80205-000	Copper Products	555	4,417	0	4,686	0	NA	0	NA	0	NA
30716-000	Tube Bending	554	4,420	0	4,686	0	NA	0	NA	0	NA
81700-000	Wall Texturizing	550	4,424	0	4,686	0	NA	0	NA	0	NA
70508-100	Aircraft Cleaning	547	4,429	0	4,686	0	NA	0	NA	0	NA
50279-110	Fountains	546	4,430	0	4,686	0	NA	0	NA	0	NA
30191-000	Elevator Parts	543	4,432	0	4,686	0	NA	0	NA	0	NA
60812-000	Slides and Film Strips	541	4,434	0	4,686	0	NA	0	NA	0	NA
00128-200	Urban Farmer	539	4,436	0	4,686	0	NA	0	NA	0	NA
60720-100	Horse Race Handicapping	539	4,436	0	4,686	0	NA	0	NA	0	NA
70517-300	Animal Food Manufacturer	539	4,436	0	4,686	0	NA	0	NA	0	NA
80579-000	Pottery Supplies	538	4,439	0	4,686	0	NA	0	NA	0	NA
10180-100	Gas Fittings	535	4,444	0	4,686	0	NA	0	NA	0	NA
10083-200	Brush Control	534	4,445	0	4,686	0	NA	0	NA	0	NA
80292-000	Feed Mill Equipment	534	4,445	0	4,686	0	NA	0	NA	0	NA
30336-000	Lead	533	4,449	0	4,686	0	NA	0	NA	0	NA
60848-110	Pool Heater	532	4,450	0	4,686	0	NA	0	NA	0	NA
60917-000	Industrial Vacuum Cleaners	527	4,455	0	4,686	0	NA	0	NA	0	NA
00157-200	Mowing Tractor	526	4,458	0	4,686	0	NA	0	NA	0	NA
85371-000	Legal Printing	524	4,460	0	4,686	0	NA	0	NA	0	NA
30122-000	Columns	523	4,461	0	4,686	0	NA	0	NA	0	NA
60215-000	Self Dry Cleaning	522	4,463	0	4,686	0	NA	0	NA	0	NA
80314-000	Floor Machine	522	4,463	0	4,686	0	NA	0	NA	0	NA
60282-200	Matchmaker Services	519	4,468	0	4,686	0	NA	0	NA	0	NA
60939-000	Water Pollution Control	516	4,472	0	4,686	0	NA	0	NA	0	NA
30247-000	Fur Designers	512	4,474	0	4,686	0	NA	0	NA	0	NA
30497-100	Plastic Film	512	4,474	0	4,686	0	NA	0	NA	0	NA
50257-010	Emergency Vehicle Equipment	511	4,476	0	4,686	0	NA	0	NA	0	NA
80002-000	Absorbents	511	4,476	0	4,686	0	NA	0	NA	0	NA
30213-000	Explosives	505	4,484	0	4,686	0	NA	0	NA	0	NA
50003-110	Drone Pilots	505	4,484	0	4,686	0	NA	0	NA	0	NA
70518-000	Circus Animal Transportation	504	4,486	0	4,686	0	NA	0	NA	0	NA
80028-000	Anodizing	502	4,489	0	4,686	0	NA	0	NA	0	NA
30146-000	Cylinder Repair	501	4,492	0	4,686	0	NA	0	NA	0	NA
10140-000	Sound Control Structures	499	4,497	0	4,686	0	NA	0	NA	0	NA
50573-000	Sheepskin Specialties	496	4,502	0	4,686	0	NA	0	NA	0	NA
80199-000	Prestressed Concrete	496	4,502	0	4,686	0	NA	0	NA	0	NA
30665-000	Table Top	495	4,504	0	4,686	0	NA	0	NA	0	NA
30289-000	Horseshoeing Tools	494	4,505	0	4,686	0	NA	0	NA	0	NA
85321-000	Custom Tile Painting	494	4,505	0	4,686	0	NA	0	NA	0	NA
89200-000	Destination Management	491	4,512	0	4,686	0	NA	0	NA	0	NA
30143-000	Culverts	489	4,516	0	4,686	0	NA	0	NA	0	NA
30512-000	Pneumatic Equipment Components	488	4,518	0	4,686	0	NA	0	NA	0	NA
10109-000	Pipe Sealing	487	4,520	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
70510-000	Aircraft Upholstery	487	4,520	0	4,686	0	NA	0	NA	0	NA
60191-000	Ceiling Cleaning	485	4,527	0	4,686	0	NA	0	NA	0	NA
80375-000	Heat Recovery System	485	4,527	0	4,686	0	NA	0	NA	0	NA
80192-000	Concrete Additives	479	4,530	0	4,686	0	NA	0	NA	0	NA
50099-000	Brick Preservative	477	4,531	0	4,686	0	NA	0	NA	0	NA
80554-000	Pickles	477	4,531	0	4,686	0	NA	0	NA	0	NA
80716-000	Industrial Tape	477	4,531	0	4,686	0	NA	0	NA	0	NA
80325-100	Fruit Growers	475	4,535	0	4,686	0	NA	0	NA	0	NA
60217-000	Clergy	474	4,538	0	4,686	0	NA	0	NA	0	NA
80482-000	Base Metals	474	4,538	0	4,686	0	NA	0	NA	0	NA
85318-100	Accessory Dwelling Unit (ADU) Builder	470	4,543	0	4,686	0	NA	0	NA	0	NA
52000-000	Lanyards	469	4,545	0	4,686	0	NA	0	NA	0	NA
50393-000	Life Raft Inflation Equipment	466	4,547	0	4,686	0	NA	0	NA	0	NA
80568-000	Plastics Machinery	466	4,547	0	4,686	0	NA	0	NA	0	NA
60054-000	Archery Classes	465	4,549	0	4,686	0	NA	0	NA	0	NA
80569-000	Plastic Scrap	465	4,549	0	4,686	0	NA	0	NA	0	NA
60701-100	Political Campaign Management	464	4,554	0	4,686	0	NA	0	NA	0	NA
30018-000	Prosthetic Eye	461	4,560	0	4,686	0	NA	0	NA	0	NA
80754-000	Metal Tubing	459	4,563	0	4,686	0	NA	0	NA	0	NA
50294-000	Electric Fuses	458	4,564	0	4,686	0	NA	0	NA	0	NA
10095-400	Electrostatic Painting	457	4,566	0	4,686	0	NA	0	NA	0	NA
80780-000	Water Heater Parts	456	4,567	0	4,686	0	NA	0	NA	0	NA
60274-000	Crushing and Pulverizing	454	4,570	0	4,686	0	NA	0	NA	0	NA
30623-000	Slate	452	4,576	0	4,686	0	NA	0	NA	0	NA
10162-000	Tunneling Contractors	451	4,577	0	4,686	0	NA	0	NA	0	NA
93000-000	Lottery Club	450	4,579	0	4,686	0	NA	0	NA	0	NA
50095-000	Braille Supplies	449	4,580	0	4,686	0	NA	0	NA	0	NA
30414-000	Name Plates	448	4,583	0	4,686	0	NA	0	NA	0	NA
60075-140	Juvenile Attorney	448	4,583	0	4,686	0	NA	0	NA	0	NA
80377-000	Heat Treating Equipment	448	4,583	0	4,686	0	NA	0	NA	0	NA
80352-000	Grain Brokers	447	4,587	0	4,686	0	NA	0	NA	0	NA
10158-000	Terrazzo	446	4,588	0	4,686	0	NA	0	NA	0	NA
10035-210	Aging In Place Contractor	445	4,590	0	4,686	0	NA	0	NA	0	NA
30136-000	Corn Products	444	4,592	0	4,686	0	NA	0	NA	0	NA
80097-000	Used Bottles	444	4,592	0	4,686	0	NA	0	NA	0	NA
60527-000	Magnetic Particle Inspection	443	4,598	0	4,686	0	NA	0	NA	0	NA
50445-000	Music Box	440	4,601	0	4,686	0	NA	0	NA	0	NA
60692-000	Picture Restoration	440	4,601	0	4,686	0	NA	0	NA	0	NA
85328-300	Marble Fabrication	439	4,604	0	4,686	0	NA	0	NA	0	NA
30336-200	Lead Removal	438	4,605	0	4,686	0	NA	0	NA	0	NA
30728-000	Valve Repair	438	4,605	0	4,686	0	NA	0	NA	0	NA
30301-000	Infrared Equipment	435	4,609	0	4,686	0	NA	0	NA	0	NA
50728-000	Weather Vane	433	4,612	0	4,686	0	NA	0	NA	0	NA
30673-000	Concrete Tanks	432	4,613	0	4,686	0	NA	0	NA	0	NA
60396-000	Furniture Stripping	430	4,615	0	4,686	0	NA	0	NA	0	NA
60612-000	Nuclear Energy Consultants	430	4,615	0	4,686	0	NA	0	NA	0	NA
60075-165	Corporation Lawyer	428	4,619	0	4,686	0	NA	0	NA	0	NA
30684-000	Textile Engravers	425	4,624	0	4,686	0	NA	0	NA	0	NA
80787-000	Dewatering Systems	425	4,624	0	4,686	0	NA	0	NA	0	NA
00115-000	Coal Brokers	424	4,626	0	4,686	0	NA	0	NA	0	NA
30235-000	Flour	424	4,626	0	4,686	0	NA	0	NA	0	NA
60053-000	Archaeologist	423	4,629	0	4,686	0	NA	0	NA	0	NA
50440-101	Trike Conversions, Sales & Service	422	4,633	0	4,686	0	NA	0	NA	0	NA
50741-000	Wood Preservative	422	4,633	0	4,686	0	NA	0	NA	0	NA
60993-000	Car Steam Cleaning	421	4,636	0	4,686	0	NA	0	NA	0	NA
60075-151	Short Sale Attorney	420	4,637	0	4,686	0	NA	0	NA	0	NA
80360-000	Grinding Machine	418	4,639	0	4,686	0	NA	0	NA	0	NA
60001-000	Abortion Alternatives	417	4,641	0	4,686	0	NA	0	NA	0	NA
50378-000	Knitting Classes	413	4,645	0	4,686	0	NA	0	NA	0	NA
80246-000	Wholesale Curtains	413	4,645	0	4,686	0	NA	0	NA	0	NA
30255-000	Galvanize	412	4,649	0	4,686	0	NA	0	NA	0	NA
70569-000	Microwave Communications	412	4,649	0	4,686	0	NA	0	NA	0	NA
30313-000	Jigs and Fixture Components	411	4,653	0	4,686	0	NA	0	NA	0	NA
50148-000	Charcoal	410	4,657	0	4,686	0	NA	0	NA	0	NA
30207-000	Engraved Stationery	409	4,660	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
70585-000	Radiotelephone Carriers	403	4,668	0	4,686	0	NA	0	NA	0	NA
60328-200	Administrative Assistant Employment	401	4,672	0	4,686	0	NA	0	NA	0	NA
80483-000	Metal Cladding	395	4,681	0	4,686	0	NA	0	NA	0	NA
65027-010	Mildew Removal	392	4,685	0	4,686	0	NA	0	NA	0	NA
10117-000	Pole Line Contractors	391	4,686	0	4,686	0	NA	0	NA	0	NA
30081-000	Carbide	391	4,686	0	4,686	0	NA	0	NA	0	NA
80655-000	Shuffleboard	391	4,686	0	4,686	0	NA	0	NA	0	NA
50346-000	Flexible Metal Hose	389	4,691	0	4,686	0	NA	0	NA	0	NA
30671-000	Tank Lining	386	4,694	0	4,686	0	NA	0	NA	0	NA
80016-000	Air Pollution Measuring Equipment	386	4,694	0	4,686	0	NA	0	NA	0	NA
80574-000	Poles	384	4,697	0	4,686	0	NA	0	NA	0	NA
30179-000	Electric Motor Manufacturers	383	4,698	0	4,686	0	NA	0	NA	0	NA
80219-000	Crane Parts	382	4,700	0	4,686	0	NA	0	NA	0	NA
30440-000	Industrial Oven	381	4,703	0	4,686	0	NA	0	NA	0	NA
60107-300	Steering Repair	381	4,703	0	4,686	0	NA	0	NA	0	NA
30042-000	Beer Dispenser Equipment Repair	380	4,706	0	4,686	0	NA	0	NA	0	NA
30618-000	Silicone	380	4,706	0	4,686	0	NA	0	NA	0	NA
67000-000	Protein Purification	380	4,706	0	4,686	0	NA	0	NA	0	NA
80633-000	O-Ring	379	4,710	0	4,686	0	NA	0	NA	0	NA
50108-000	Brushes	378	4,713	0	4,686	0	NA	0	NA	0	NA
60459-100	Mexican Imports	378	4,713	0	4,686	0	NA	0	NA	0	NA
80733-100	Tire Storage	378	4,713	0	4,686	0	NA	0	NA	0	NA
10137-000	Skating Rink Supplies	377	4,716	0	4,686	0	NA	0	NA	0	NA
30277-000	Grating	377	4,716	0	4,686	0	NA	0	NA	0	NA
00219-400	Tree Disease Treatment	376	4,719	0	4,686	0	NA	0	NA	0	NA
00118-000	Cotton	375	4,720	0	4,686	0	NA	0	NA	0	NA
30506-000	Plastic Supply	375	4,720	0	4,686	0	NA	0	NA	0	NA
30130-000	Conduit and Fittings	372	4,725	0	4,686	0	NA	0	NA	0	NA
60866-000	Radio Rentals	371	4,727	0	4,686	0	NA	0	NA	0	NA
50404-000	Used Lumber	368	4,735	0	4,686	0	NA	0	NA	0	NA
60075-130	Entertainment Lawyer	368	4,735	0	4,686	0	NA	0	NA	0	NA
85362-100	Rubber Tracks	368	4,735	0	4,686	0	NA	0	NA	0	NA
10093-000	Mosaics	367	4,738	0	4,686	0	NA	0	NA	0	NA
60525-000	Machinery Cleaning	367	4,738	0	4,686	0	NA	0	NA	0	NA
51000-000	Golf Caddy	365	4,743	0	4,686	0	NA	0	NA	0	NA
50560-000	Screw	364	4,744	0	4,686	0	NA	0	NA	0	NA
55677-000	Waste Compactor	364	4,744	0	4,686	0	NA	0	NA	0	NA
80132-000	Confectionery Supplies	364	4,744	0	4,686	0	NA	0	NA	0	NA
60562-000	Missile and Rocket Research and Development	362	4,748	0	4,686	0	NA	0	NA	0	NA
80664-000	Soda Fountain Equipment	362	4,748	0	4,686	0	NA	0	NA	0	NA
30620-000	Silverware Cleaning	361	4,752	0	4,686	0	NA	0	NA	0	NA
50213-000	Doll Accessories	361	4,752	0	4,686	0	NA	0	NA	0	NA
80021-000	Airport Equipment	361	4,752	0	4,686	0	NA	0	NA	0	NA
00200-000	Processed Potatoes	360	4,756	0	4,686	0	NA	0	NA	0	NA
80129-000	Button Manufacturers	360	4,756	0	4,686	0	NA	0	NA	0	NA
60467-000	Infrared Inspection	359	4,758	0	4,686	0	NA	0	NA	0	NA
60783-250	Insurance Adjuster Training	358	4,761	0	4,686	0	NA	0	NA	0	NA
60391-000	Fur Storage	357	4,763	0	4,686	0	NA	0	NA	0	NA
80293-000	Industrial Feeders	357	4,763	0	4,686	0	NA	0	NA	0	NA
00131-000	Commercial Fishermen	355	4,766	0	4,686	0	NA	0	NA	0	NA
60293-000	Deodorizing	355	4,766	0	4,686	0	NA	0	NA	0	NA
60425-000	Handwriting Analysis	355	4,766	0	4,686	0	NA	0	NA	0	NA
60540-200	Child Counselor	354	4,769	0	4,686	0	NA	0	NA	0	NA
10135-010	Fiber Cement Siding	352	4,771	0	4,686	0	NA	0	NA	0	NA
50527-000	Railroad Ties Dealers	352	4,771	0	4,686	0	NA	0	NA	0	NA
30585-000	Scale Repair	350	4,777	0	4,686	0	NA	0	NA	0	NA
50243-000	Envelopes Retail	350	4,777	0	4,686	0	NA	0	NA	0	NA
80239-000	Industrial Diamond	350	4,777	0	4,686	0	NA	0	NA	0	NA
30022-000	Asbestos Products	349	4,781	0	4,686	0	NA	0	NA	0	NA
80359-100	Car Registers	349	4,781	0	4,686	0	NA	0	NA	0	NA
60752-100	Nudist Camp	348	4,785	0	4,686	0	NA	0	NA	0	NA
00212-000	Soybeans	347	4,786	0	4,686	0	NA	0	NA	0	NA
60397-000	Gambling Addiction Treatment	347	4,786	0	4,686	0	NA	0	NA	0	NA
30093-000	Centrifuge	345	4,790	0	4,686	0	NA	0	NA	0	NA
60191-100	Acoustic Ceiling Removal	344	4,793	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
10155-140	Television Mounting	341	4,798	0	4,686	0	NA	0	NA	0	NA
80151-000	Industrial Ceramics	341	4,798	0	4,686	0	NA	0	NA	0	NA
30430-000	Industrial Oil	340	4,803	0	4,686	0	NA	0	NA	0	NA
30627-000	Smelters	338	4,805	0	4,686	0	NA	0	NA	0	NA
61039-000	Cleaning Supplies by Mail	338	4,805	0	4,686	0	NA	0	NA	0	NA
00181-000	Oil Well Equipment Rentals	334	4,810	0	4,686	0	NA	0	NA	0	NA
80258-000	Hand Dryers	333	4,811	0	4,686	0	NA	0	NA	0	NA
10029-000	Clean Room Installation	332	4,816	0	4,686	0	NA	0	NA	0	NA
30324-000	Laminated Structural Products	332	4,816	0	4,686	0	NA	0	NA	0	NA
80245-000	Wholesale Drapery	331	4,819	0	4,686	0	NA	0	NA	0	NA
30596-000	Security Seals	328	4,823	0	4,686	0	NA	0	NA	0	NA
30084-000	Activated Carbon	326	4,825	0	4,686	0	NA	0	NA	0	NA
60232-000	Waste Compactor Repairs	325	4,827	0	4,686	0	NA	0	NA	0	NA
60479-000	Jewelry Polishing	324	4,828	0	4,686	0	NA	0	NA	0	NA
80469-100	Veterinary Preventative Medicine	324	4,828	0	4,686	0	NA	0	NA	0	NA
80418-000	Knit Goods Manufacturer	323	4,830	0	4,686	0	NA	0	NA	0	NA
50260-030	Fire Pit	322	4,834	0	4,686	0	NA	0	NA	0	NA
60957-000	Wiping Cloths	322	4,834	0	4,686	0	NA	0	NA	0	NA
80678-000	Spill Control Equipment	321	4,836	0	4,686	0	NA	0	NA	0	NA
30019-000	Artificial Plant Manufacturer	320	4,837	0	4,686	0	NA	0	NA	0	NA
30562-000	Reels	320	4,837	0	4,686	0	NA	0	NA	0	NA
00179-000	Oil Well Cementing	319	4,840	0	4,686	0	NA	0	NA	0	NA
80428-000	Wholesale Leather Clothing	319	4,840	0	4,686	0	NA	0	NA	0	NA
50139-000	Caulking Materials	318	4,845	0	4,686	0	NA	0	NA	0	NA
60075-105	Product Liability Lawyer	318	4,845	0	4,686	0	NA	0	NA	0	NA
80026-000	Circus Supplies	318	4,845	0	4,686	0	NA	0	NA	0	NA
60904-020	Procurement Management	314	4,849	0	4,686	0	NA	0	NA	0	NA
80074-000	Beauty Equipment Repairs	313	4,851	0	4,686	0	NA	0	NA	0	NA
60955-100	Window Shade Repair	312	4,852	0	4,686	0	NA	0	NA	0	NA
60228-000	Color Consultant	311	4,854	0	4,686	0	NA	0	NA	0	NA
60223-000	Electric Coil	309	4,855	0	4,686	0	NA	0	NA	0	NA
30120-000	Colors	308	4,857	0	4,686	0	NA	0	NA	0	NA
80068-000	Pitching Machine	308	4,857	0	4,686	0	NA	0	NA	0	NA
30559-000	Scientific Recording Instruments	307	4,860	0	4,686	0	NA	0	NA	0	NA
90015-000	Hematology	307	4,860	0	4,686	0	NA	0	NA	0	NA
60075-163	Trust Attorney	306	4,864	0	4,686	0	NA	0	NA	0	NA
10061-103	Screw Piles	305	4,865	0	4,686	0	NA	0	NA	0	NA
20042-100	Insurance Audit	303	4,871	0	4,686	0	NA	0	NA	0	NA
50672-000	Trading Stamps	302	4,872	0	4,686	0	NA	0	NA	0	NA
80287-000	Fax Machine	301	4,874	0	4,686	0	NA	0	NA	0	NA
30547-000	Pulp Products	300	4,876	0	4,686	0	NA	0	NA	0	NA
70515-100	Paramedic	300	4,876	0	4,686	0	NA	0	NA	0	NA
80100-000	Bowling Lane Equipment	300	4,876	0	4,686	0	NA	0	NA	0	NA
70591-000	Routing Services	299	4,879	0	4,686	0	NA	0	NA	0	NA
80354-000	Grain Elevator Equipment	299	4,879	0	4,686	0	NA	0	NA	0	NA
90021-800	Charity - Relief & Development	299	4,879	0	4,686	0	NA	0	NA	0	NA
30582-000	Sawdust	297	4,887	0	4,686	0	NA	0	NA	0	NA
00104-000	Alfalfa Products	295	4,889	0	4,686	0	NA	0	NA	0	NA
30500-000	Plastic Laminates	295	4,889	0	4,686	0	NA	0	NA	0	NA
30729-000	Pressure Vessel	294	4,891	0	4,686	0	NA	0	NA	0	NA
30732-000	Vibration Control	294	4,891	0	4,686	0	NA	0	NA	0	NA
80180-000	Coal Wholesale	294	4,891	0	4,686	0	NA	0	NA	0	NA
80261-000	Duplicating Machine	294	4,891	0	4,686	0	NA	0	NA	0	NA
10115-000	Used Plumbing Supplies	293	4,895	0	4,686	0	NA	0	NA	0	NA
50585-100	Security Shutters	293	4,895	0	4,686	0	NA	0	NA	0	NA
60008-000	Acupressure	293	4,895	0	4,686	0	NA	0	NA	0	NA
50515-000	Porcelain Products	291	4,899	0	4,686	0	NA	0	NA	0	NA
80370-000	Handle Manufacturers	291	4,899	0	4,686	0	NA	0	NA	0	NA
30082-000	Carbide Metal	290	4,902	0	4,686	0	NA	0	NA	0	NA
30462-000	Corrugated Paper	290	4,902	0	4,686	0	NA	0	NA	0	NA
80443-100	Livestock Equipment	290	4,902	0	4,686	0	NA	0	NA	0	NA
80484-000	Corrugated Metal	290	4,902	0	4,686	0	NA	0	NA	0	NA
80580-000	Poultry Brokers	290	4,902	0	4,686	0	NA	0	NA	0	NA
80739-000	Tobacco Warehouse	288	4,909	0	4,686	0	NA	0	NA	0	NA
60204-000	Chiropractor Information Bureaus	287	4,910	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
70651-000	Weighers	287	4,910	0	4,686	0	NA	0	NA	0	NA
50310-220	Wall Décor	286	4,915	0	4,686	0	NA	0	NA	0	NA
80196-010	Insulated Concrete Form Contractor	286	4,915	0	4,686	0	NA	0	NA	0	NA
80127-000	Butter	285	4,918	0	4,686	0	NA	0	NA	0	NA
92000-210	Dry Well	284	4,920	0	4,686	0	NA	0	NA	0	NA
65000-000	Aircraft Fixed Based Operator	282	4,924	0	4,686	0	NA	0	NA	0	NA
50298-100	Grass Trimmers	281	4,925	0	4,686	0	NA	0	NA	0	NA
10182-700	In Floor Heating	280	4,927	0	4,686	0	NA	0	NA	0	NA
30317-000	Kiln	280	4,927	0	4,686	0	NA	0	NA	0	NA
30555-000	Railroad Car Manufacturers	280	4,927	0	4,686	0	NA	0	NA	0	NA
30759-000	Wood Turning	279	4,932	0	4,686	0	NA	0	NA	0	NA
80538-000	Paper Mill Machinery	279	4,932	0	4,686	0	NA	0	NA	0	NA
30717-000	Tube Fittings	278	4,935	0	4,686	0	NA	0	NA	0	NA
30655-000	Street Cleaning Equipment	277	4,936	0	4,686	0	NA	0	NA	0	NA
30295-000	Ice Melting Equipment	275	4,937	0	4,686	0	NA	0	NA	0	NA
10004-000	Air Curtains	272	4,940	0	4,686	0	NA	0	NA	0	NA
80488-000	Microfilm Equipment	272	4,940	0	4,686	0	NA	0	NA	0	NA
10146-000	Steeple Jack	271	4,942	0	4,686	0	NA	0	NA	0	NA
50029-000	Artificial Food	271	4,942	0	4,686	0	NA	0	NA	0	NA
30654-000	Strapping	270	4,945	0	4,686	0	NA	0	NA	0	NA
10013-201	Laneway House	269	4,946	0	4,686	0	NA	0	NA	0	NA
30696-000	Time Cards	268	4,947	0	4,686	0	NA	0	NA	0	NA
80510-100	Office Equipment Installation	268	4,947	0	4,686	0	NA	0	NA	0	NA
80586-000	Price Marking	268	4,947	0	4,686	0	NA	0	NA	0	NA
30017-000	Breast Implants	267	4,951	0	4,686	0	NA	0	NA	0	NA
60796-000	Electric Shaver Repair	267	4,951	0	4,686	0	NA	0	NA	0	NA
80288-000	Feathers	267	4,951	0	4,686	0	NA	0	NA	0	NA
30264-000	Glider	264	4,956	0	4,686	0	NA	0	NA	0	NA
30365-000	Drying Lumber	264	4,956	0	4,686	0	NA	0	NA	0	NA
60661-000	Photographic Research	264	4,956	0	4,686	0	NA	0	NA	0	NA
80656-000	Wholesale Silk	264	4,956	0	4,686	0	NA	0	NA	0	NA
50533-100	Razor Blades	263	4,962	0	4,686	0	NA	0	NA	0	NA
60947-000	Welcome Services	263	4,962	0	4,686	0	NA	0	NA	0	NA
50109-000	Buckles	262	4,966	0	4,686	0	NA	0	NA	0	NA
50723-010	Water Testing	262	4,966	0	4,686	0	NA	0	NA	0	NA
60785-000	Scientist	262	4,966	0	4,686	0	NA	0	NA	0	NA
80240-000	Dictation Machine	262	4,966	0	4,686	0	NA	0	NA	0	NA
30487-000	Pipe Cutting and Threading	259	4,978	0	4,686	0	NA	0	NA	0	NA
50591-000	Ski Repair	259	4,978	0	4,686	0	NA	0	NA	0	NA
70586-000	Railroad Car Leasing	257	4,982	0	4,686	0	NA	0	NA	0	NA
30460-000	Paper Tubes	256	4,985	0	4,686	0	NA	0	NA	0	NA
30522-000	Power Plant Equipment Repairs	256	4,985	0	4,686	0	NA	0	NA	0	NA
60933-000	Wall Cleaning	256	4,985	0	4,686	0	NA	0	NA	0	NA
80672-000	Sorting Machine	256	4,985	0	4,686	0	NA	0	NA	0	NA
60754-000	Rest Home Information and Placement	255	4,989	0	4,686	0	NA	0	NA	0	NA
70634-000	Truck Terminal	252	4,993	0	4,686	0	NA	0	NA	0	NA
30495-000	Pivot	251	4,995	0	4,686	0	NA	0	NA	0	NA
50585-200	Plantation Shutters	251	4,995	0	4,686	0	NA	0	NA	0	NA
50726-000	Waterbed Supplies	250	4,997	0	4,686	0	NA	0	NA	0	NA
60075-142	Eminent Domain Lawyer	250	4,997	0	4,686	0	NA	0	NA	0	NA
60285-000	Demonstration Services	250	4,997	0	4,686	0	NA	0	NA	0	NA
60827-000	Siding Equipment Rental	249	5,000	0	4,686	0	NA	0	NA	0	NA
10027-000	Cistern Builders	248	5,001	0	4,686	0	NA	0	NA	0	NA
30626-000	Smelting Equipment	248	5,001	0	4,686	0	NA	0	NA	0	NA
60691-000	Picture Hanging	248	5,001	0	4,686	0	NA	0	NA	0	NA
60813-000	Smoke Odor Counteracting Service	248	5,001	0	4,686	0	NA	0	NA	0	NA
80113-000	Wholesale Bridal Supplies	248	5,001	0	4,686	0	NA	0	NA	0	NA
60963-100	Medical X-Rays	247	5,006	0	4,686	0	NA	0	NA	0	NA
10008-100	Boiler Cleaning	246	5,009	0	4,686	0	NA	0	NA	0	NA
50303-100	Industrial Gas	246	5,009	0	4,686	0	NA	0	NA	0	NA
60583-000	Motion Picture Representatives	245	5,013	0	4,686	0	NA	0	NA	0	NA
66200-000	Plant Maintenance Shutdown Contractor	244	5,015	0	4,686	0	NA	0	NA	0	NA
00119-000	Cotton Ginning	243	5,016	0	4,686	0	NA	0	NA	0	NA
80202-100	Conveying Equipment	243	5,016	0	4,686	0	NA	0	NA	0	NA
50644-000	Taxidermy Supplies	242	5,018	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
70609-000	Stevedoring Contractors	240	5,021	0	4,686	0	NA	0	NA	0	NA
10110-000	Pipe Thawing	237	5,028	0	4,686	0	NA	0	NA	0	NA
60389-000	Fur Cleaning and Dyeing Retail	236	5,033	0	4,686	0	NA	0	NA	0	NA
30726-000	UV Lamp	235	5,034	0	4,686	0	NA	0	NA	0	NA
50588-000	Skate Sharpening	235	5,034	0	4,686	0	NA	0	NA	0	NA
30225-000	Fish By-Products	234	5,039	0	4,686	0	NA	0	NA	0	NA
80124-000	Bus Parts	234	5,039	0	4,686	0	NA	0	NA	0	NA
60768-000	Safe Repair	233	5,042	0	4,686	0	NA	0	NA	0	NA
10135-100	Spray On Siding	232	5,043	0	4,686	0	NA	0	NA	0	NA
30079-000	Cans	232	5,043	0	4,686	0	NA	0	NA	0	NA
44084-000	Materials	231	5,045	0	4,686	0	NA	0	NA	0	NA
30214-000	Fabric Binding	230	5,046	0	4,686	0	NA	0	NA	0	NA
30635-000	Solvent	230	5,046	0	4,686	0	NA	0	NA	0	NA
30553-000	Radio Station Equipment	229	5,049	0	4,686	0	NA	0	NA	0	NA
80155-000	Check Protection	229	5,049	0	4,686	0	NA	0	NA	0	NA
30476-000	Perlite	226	5,056	0	4,686	0	NA	0	NA	0	NA
80536-200	Line Painting	223	5,060	0	4,686	0	NA	0	NA	0	NA
60744-010	Prison	222	5,062	0	4,686	0	NA	0	NA	0	NA
80161-000	Liquid Chiller	222	5,062	0	4,686	0	NA	0	NA	0	NA
80486-000	Precoated Metals	222	5,062	0	4,686	0	NA	0	NA	0	NA
60263-210	Copyright Agent	221	5,066	0	4,686	0	NA	0	NA	0	NA
60269-010	Crematorium	220	5,067	0	4,686	0	NA	0	NA	0	NA
80222-000	Crushing Equipment	220	5,067	0	4,686	0	NA	0	NA	0	NA
30337-000	Lead Products	217	5,072	0	4,686	0	NA	0	NA	0	NA
30451-000	Paper Brokers	217	5,072	0	4,686	0	NA	0	NA	0	NA
00151-100	U-Catch Fishing	216	5,075	0	4,686	0	NA	0	NA	0	NA
10094-100	Graffiti Removal	216	5,075	0	4,686	0	NA	0	NA	0	NA
30088-000	Carpet Binding Machines	216	5,075	0	4,686	0	NA	0	NA	0	NA
50596-000	Soda Fountain Shop	216	5,075	0	4,686	0	NA	0	NA	0	NA
30212-000	Expansion Joint	215	5,079	0	4,686	0	NA	0	NA	0	NA
60075-144	Securities Attorney	215	5,079	0	4,686	0	NA	0	NA	0	NA
60372-000	Parade Floats	215	5,079	0	4,686	0	NA	0	NA	0	NA
50751-010	Vans	214	5,082	0	4,686	0	NA	0	NA	0	NA
30306-000	Electric Insulation Materials	213	5,085	0	4,686	0	NA	0	NA	0	NA
00140-000	Grain Drying	212	5,086	0	4,686	0	NA	0	NA	0	NA
00121-000	Dairy Consultant	211	5,087	0	4,686	0	NA	0	NA	0	NA
50654-000	Thread	211	5,087	0	4,686	0	NA	0	NA	0	NA
70625-000	Marine Terminal	211	5,087	0	4,686	0	NA	0	NA	0	NA
60029-000	Flight Attendant	210	5,091	0	4,686	0	NA	0	NA	0	NA
70800-100	Solar Water Heating	210	5,091	0	4,686	0	NA	0	NA	0	NA
80138-000	Capacitors	209	5,093	0	4,686	0	NA	0	NA	0	NA
10116-000	Pneumatic Tube Systems	208	5,096	0	4,686	0	NA	0	NA	0	NA
30097-000	Chemical Milling	208	5,096	0	4,686	0	NA	0	NA	0	NA
30112-000	Vacuum Coating	207	5,098	0	4,686	0	NA	0	NA	0	NA
30140-000	Crankshaft Grinding	207	5,098	0	4,686	0	NA	0	NA	0	NA
30423-000	Nut Cracking Machine	207	5,098	0	4,686	0	NA	0	NA	0	NA
80156-100	Artisanal Cheese	207	5,098	0	4,686	0	NA	0	NA	0	NA
30689-000	Thermographer	206	5,102	0	4,686	0	NA	0	NA	0	NA
60557-000	Meteorological Consultants	206	5,102	0	4,686	0	NA	0	NA	0	NA
50128-100	Wickless Candles	205	5,106	0	4,686	0	NA	0	NA	0	NA
30390-000	Metal Stamping Machine	204	5,108	0	4,686	0	NA	0	NA	0	NA
80660-000	Snow Making Machine	204	5,108	0	4,686	0	NA	0	NA	0	NA
30105-000	Clay	203	5,110	0	4,686	0	NA	0	NA	0	NA
30461-000	Pressure Sensitive Adhesive Paper	203	5,110	0	4,686	0	NA	0	NA	0	NA
30677-000	Tanners	203	5,110	0	4,686	0	NA	0	NA	0	NA
50210-000	Dishwasher Parts	203	5,110	0	4,686	0	NA	0	NA	0	NA
10049-200	Industrial Electrician	201	5,115	0	4,686	0	NA	0	NA	0	NA
30627-100	Refiners	200	5,116	0	4,686	0	NA	0	NA	0	NA
80307-000	Fireproof Materials	200	5,116	0	4,686	0	NA	0	NA	0	NA
50130-000	Caning Supplies	199	5,119	0	4,686	0	NA	0	NA	0	NA
80118-000	Buckets	199	5,119	0	4,686	0	NA	0	NA	0	NA
80241-000	Die Cutting Machine	199	5,119	0	4,686	0	NA	0	NA	0	NA
60752-200	Nudist Community	198	5,122	0	4,686	0	NA	0	NA	0	NA
50331-000	Handkerchiefs	197	5,123	0	4,686	0	NA	0	NA	0	NA
50387-000	Lath	196	5,124	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
30288-000	Honing Machine	195	5,126	0	4,686	0	NA	0	NA	0	NA
55675-000	Helicopter	195	5,126	0	4,686	0	NA	0	NA	0	NA
80107-000	Wholesale Boys Clothing	194	5,128	0	4,686	0	NA	0	NA	0	NA
10085-000	Lead Welding	192	5,130	0	4,686	0	NA	0	NA	0	NA
30123-000	Combustion Controls	192	5,130	0	4,686	0	NA	0	NA	0	NA
60075-148	Construction Accident Lawyer	191	5,134	0	4,686	0	NA	0	NA	0	NA
10078-100	Passive Home Building	190	5,137	0	4,686	0	NA	0	NA	0	NA
60648-000	Personal Service Bureaus	190	5,137	0	4,686	0	NA	0	NA	0	NA
30312-100	Estate Jewelry	189	5,140	0	4,686	0	NA	0	NA	0	NA
30450-000	Boxboard	189	5,140	0	4,686	0	NA	0	NA	0	NA
80304-000	Fire Hose	189	5,140	0	4,686	0	NA	0	NA	0	NA
80556-000	Picture Hanger Manufacturers	189	5,140	0	4,686	0	NA	0	NA	0	NA
30008-000	Aircraft Rebuilding	188	5,146	0	4,686	0	NA	0	NA	0	NA
50663-000	Tool Salvage	188	5,146	0	4,686	0	NA	0	NA	0	NA
80550-000	Photographic Mounts	187	5,150	0	4,686	0	NA	0	NA	0	NA
80715-000	Tape Dispenser	186	5,153	0	4,686	0	NA	0	NA	0	NA
77600-100	Touch Screens	185	5,155	0	4,686	0	NA	0	NA	0	NA
60743-000	Fridge Rental	184	5,156	0	4,686	0	NA	0	NA	0	NA
60824-000	Spinologist	184	5,156	0	4,686	0	NA	0	NA	0	NA
70537-000	Reclaiming Chemicals	184	5,156	0	4,686	0	NA	0	NA	0	NA
80728-000	Textile Converting	184	5,156	0	4,686	0	NA	0	NA	0	NA
80311-100	Fishing Tackle Manufacturers	183	5,162	0	4,686	0	NA	0	NA	0	NA
00185-000	Oil Well Logging	182	5,163	0	4,686	0	NA	0	NA	0	NA
30733-000	Vibration Measurement	182	5,163	0	4,686	0	NA	0	NA	0	NA
50324-100	Window Guard	182	5,163	0	4,686	0	NA	0	NA	0	NA
80436-000	Lime	182	5,163	0	4,686	0	NA	0	NA	0	NA
60433-100	Air Sealing	181	5,168	0	4,686	0	NA	0	NA	0	NA
60931-000	Wholesale Video Tapes	181	5,168	0	4,686	0	NA	0	NA	0	NA
80379-000	Hides	181	5,168	0	4,686	0	NA	0	NA	0	NA
10149-100	Stucco Repair	180	5,175	0	4,686	0	NA	0	NA	0	NA
60030-000	Air Pollution Measuring Service	180	5,175	0	4,686	0	NA	0	NA	0	NA
60893-110	Trade Show Display	180	5,175	0	4,686	0	NA	0	NA	0	NA
20065-000	Savings and Loan Association Reps	179	5,179	0	4,686	0	NA	0	NA	0	NA
60977-000	Charity - Advertising for Publications	179	5,179	0	4,686	0	NA	0	NA	0	NA
30334-000	Financial Printers	178	5,183	0	4,686	0	NA	0	NA	0	NA
20047-450	Loan Signing Agent	177	5,184	0	4,686	0	NA	0	NA	0	NA
80524-000	Oil Well Drilling Mud	177	5,184	0	4,686	0	NA	0	NA	0	NA
80610-000	Rollers	177	5,184	0	4,686	0	NA	0	NA	0	NA
80025-000	Circus Animal Foods	176	5,188	0	4,686	0	NA	0	NA	0	NA
80563-000	Pipe Locating Equipment	176	5,188	0	4,686	0	NA	0	NA	0	NA
81700-100	Ceiling Texturizing	176	5,188	0	4,686	0	NA	0	NA	0	NA
30002-000	Addressing Plate Service	174	5,194	0	4,686	0	NA	0	NA	0	NA
60559-000	Microwave Repairs	174	5,194	0	4,686	0	NA	0	NA	0	NA
60950-100	Welding School	174	5,194	0	4,686	0	NA	0	NA	0	NA
30172-000	Dyes	173	5,201	0	4,686	0	NA	0	NA	0	NA
60555-000	Metallurgy	173	5,201	0	4,686	0	NA	0	NA	0	NA
61007-000	AIDS Research	173	5,201	0	4,686	0	NA	0	NA	0	NA
30010-000	Hearse	172	5,205	0	4,686	0	NA	0	NA	0	NA
55621-000	Rubber	172	5,205	0	4,686	0	NA	0	NA	0	NA
80227-000	Dairy Equipment Repair	172	5,205	0	4,686	0	NA	0	NA	0	NA
30309-000	Jail Equipment	171	5,210	0	4,686	0	NA	0	NA	0	NA
60905-000	Skeet Range	171	5,210	0	4,686	0	NA	0	NA	0	NA
50050-000	Baby Formula Service	169	5,213	0	4,686	0	NA	0	NA	0	NA
60056-100	Commercial Blueprints	169	5,213	0	4,686	0	NA	0	NA	0	NA
30087-000	Carnival Supplies	168	5,218	0	4,686	0	NA	0	NA	0	NA
30762-000	Radiation Protection	168	5,218	0	4,686	0	NA	0	NA	0	NA
50528-000	Rainwear	168	5,218	0	4,686	0	NA	0	NA	0	NA
00189-000	Olive	167	5,226	0	4,686	0	NA	0	NA	0	NA
30331-000	Latex	166	5,228	0	4,686	0	NA	0	NA	0	NA
30263-000	Steam Generator	165	5,232	0	4,686	0	NA	0	NA	0	NA
60703-000	Porcelain Enameling	165	5,232	0	4,686	0	NA	0	NA	0	NA
30335-000	Law Books	164	5,234	0	4,686	0	NA	0	NA	0	NA
60279-000	Data Processing Equipment Maintenance	164	5,234	0	4,686	0	NA	0	NA	0	NA
80141-000	Cardboard	164	5,234	0	4,686	0	NA	0	NA	0	NA
30322-100	Metal Labels	163	5,238	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
30435-000	Vegetable Oil	163	5,238	0	4,686	0	NA	0	NA	0	NA
30738-000	Wholesale Washer and Dryer	163	5,238	0	4,686	0	NA	0	NA	0	NA
50298-200	Leaf Blower	163	5,238	0	4,686	0	NA	0	NA	0	NA
85307-000	Utility Tax Refunds for Manufacturers and Business	163	5,238	0	4,686	0	NA	0	NA	0	NA
30391-000	Metallizing	162	5,243	0	4,686	0	NA	0	NA	0	NA
30525-000	Power Press	162	5,243	0	4,686	0	NA	0	NA	0	NA
50314-200	Ornamental Glass	162	5,243	0	4,686	0	NA	0	NA	0	NA
70509-000	Aircraft Storage	161	5,249	0	4,686	0	NA	0	NA	0	NA
80617-100	Hotline	161	5,249	0	4,686	0	NA	0	NA	0	NA
60258-000	Convention Information	160	5,252	0	4,686	0	NA	0	NA	0	NA
30720-000	Turnstile	159	5,253	0	4,686	0	NA	0	NA	0	NA
70553-000	Frozen Food Locker Plants	159	5,253	0	4,686	0	NA	0	NA	0	NA
50438-000	Mop Manufacturers	158	5,255	0	4,686	0	NA	0	NA	0	NA
85322-000	Debris Box Service	158	5,255	0	4,686	0	NA	0	NA	0	NA
50704-000	Venetian Blind Parts	157	5,257	0	4,686	0	NA	0	NA	0	NA
30063-000	Fire Brick	156	5,258	0	4,686	0	NA	0	NA	0	NA
50746-000	Zipppers	156	5,258	0	4,686	0	NA	0	NA	0	NA
55649-000	Fire	156	5,258	0	4,686	0	NA	0	NA	0	NA
60005-300	Reserve Study	155	5,263	0	4,686	0	NA	0	NA	0	NA
60943-000	Weaving	155	5,263	0	4,686	0	NA	0	NA	0	NA
50618-000	Stool	153	5,265	0	4,686	0	NA	0	NA	0	NA
60075-147	Nursing Home Neglect Lawyers	153	5,265	0	4,686	0	NA	0	NA	0	NA
60404-010	Plate Glass	152	5,268	0	4,686	0	NA	0	NA	0	NA
80336-000	Gas Plant Equipment	152	5,268	0	4,686	0	NA	0	NA	0	NA
60407-000	Golf Course Architects	151	5,273	0	4,686	0	NA	0	NA	0	NA
60965-400	Meditation	150	5,276	0	4,686	0	NA	0	NA	0	NA
80093-000	Bookbinding Supplies	149	5,278	0	4,686	0	NA	0	NA	0	NA
50561-000	Grease Seals	148	5,280	0	4,686	0	NA	0	NA	0	NA
80630-000	Scrap Rubber	148	5,280	0	4,686	0	NA	0	NA	0	NA
30537-000	Printing Plates	147	5,283	0	4,686	0	NA	0	NA	0	NA
60374-000	Floor Machine Repair	147	5,283	0	4,686	0	NA	0	NA	0	NA
85367-000	School Lunches	147	5,283	0	4,686	0	NA	0	NA	0	NA
30447-000	Paint Remover Manufacturers	146	5,287	0	4,686	0	NA	0	NA	0	NA
30607-000	Electrostatic Shielding	146	5,287	0	4,686	0	NA	0	NA	0	NA
30751-000	Wire Mesh	146	5,287	0	4,686	0	NA	0	NA	0	NA
80476-000	Metal Sawing	146	5,287	0	4,686	0	NA	0	NA	0	NA
30040-000	Beer Coil Cleaning Equipment	145	5,292	0	4,686	0	NA	0	NA	0	NA
60107-600	Power Steering Repair	145	5,292	0	4,686	0	NA	0	NA	0	NA
60211-000	Circulation Audit	145	5,292	0	4,686	0	NA	0	NA	0	NA
70605-300	Ice Dam Removal	145	5,292	0	4,686	0	NA	0	NA	0	NA
00183-000	Oil Well Fishing Tools	144	5,297	0	4,686	0	NA	0	NA	0	NA
60776-000	Scenery Studio	143	5,300	0	4,686	0	NA	0	NA	0	NA
80623-100	Sandblasting Supplies	143	5,300	0	4,686	0	NA	0	NA	0	NA
30142-000	Creosote	142	5,304	0	4,686	0	NA	0	NA	0	NA
50594-100	Smoke Alarms	142	5,304	0	4,686	0	NA	0	NA	0	NA
50632-000	Table Tennis Equipment	142	5,304	0	4,686	0	NA	0	NA	0	NA
60453-000	Hydrologist	142	5,304	0	4,686	0	NA	0	NA	0	NA
30574-000	Industrial Rustproofing	141	5,309	0	4,686	0	NA	0	NA	0	NA
70504-100	Aircraft Rental	141	5,309	0	4,686	0	NA	0	NA	0	NA
80035-000	Audiometer	141	5,309	0	4,686	0	NA	0	NA	0	NA
80594-000	Wholesale Railroad Ties	141	5,309	0	4,686	0	NA	0	NA	0	NA
00141-000	Grain Inspection	140	5,317	0	4,686	0	NA	0	NA	0	NA
30125-000	Waste Compactor Manufacturer	139	5,318	0	4,686	0	NA	0	NA	0	NA
30236-000	Foil Products	139	5,318	0	4,686	0	NA	0	NA	0	NA
30644-000	Steam Trap	139	5,318	0	4,686	0	NA	0	NA	0	NA
30736-000	Industrial Washing Machine	139	5,318	0	4,686	0	NA	0	NA	0	NA
00218-000	Tobacco Growers	138	5,327	0	4,686	0	NA	0	NA	0	NA
60075-168	Education Attorney	137	5,329	0	4,686	0	NA	0	NA	0	NA
80417-000	Kerosene	137	5,329	0	4,686	0	NA	0	NA	0	NA
80504-000	Non-Woven Fabrics	137	5,329	0	4,686	0	NA	0	NA	0	NA
30474-000	Perfume Raw Materials	136	5,333	0	4,686	0	NA	0	NA	0	NA
30511-000	Pleating Machine	136	5,333	0	4,686	0	NA	0	NA	0	NA
80396-000	Ice Substitutes	136	5,333	0	4,686	0	NA	0	NA	0	NA
80560-000	Pipe Cutting Tools	136	5,333	0	4,686	0	NA	0	NA	0	NA
00126-000	Farm Management Software	135	5,339	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
10081-300	Blown Insulation	135	5,339	0	4,686	0	NA	0	NA	0	NA
80607-000	Rivets	135	5,339	0	4,686	0	NA	0	NA	0	NA
10086-100	Lighting Design	134	5,343	0	4,686	0	NA	0	NA	0	NA
30119-000	Color Separation Offset Printing	134	5,343	0	4,686	0	NA	0	NA	0	NA
80249-000	Dressmaker Supplies	134	5,343	0	4,686	0	NA	0	NA	0	NA
30066-000	Bus Body	133	5,346	0	4,686	0	NA	0	NA	0	NA
30258-000	Garment Rack	133	5,346	0	4,686	0	NA	0	NA	0	NA
50377-000	Knit Fabric	133	5,346	0	4,686	0	NA	0	NA	0	NA
30179-100	Wholesale Electric Motors	132	5,351	0	4,686	0	NA	0	NA	0	NA
30427-000	Fish Oil	132	5,351	0	4,686	0	NA	0	NA	0	NA
60221-000	Coat of Arms	132	5,351	0	4,686	0	NA	0	NA	0	NA
30188-000	Electrotype Equipment and Supplies	131	5,355	0	4,686	0	NA	0	NA	0	NA
60556-000	Metaphysician	131	5,355	0	4,686	0	NA	0	NA	0	NA
00151-400	Fishing License	130	5,357	0	4,686	0	NA	0	NA	0	NA
80831-200	Athletic Field	130	5,357	0	4,686	0	NA	0	NA	0	NA
80357-100	Greenhouse Supplies	130	5,357	0	4,686	0	NA	0	NA	0	NA
80534-100	Food Packaging	130	5,357	0	4,686	0	NA	0	NA	0	NA
50639-000	Tape Recorder Sales	129	5,361	0	4,686	0	NA	0	NA	0	NA
60250-000	Concrete Mixer Rental	128	5,363	0	4,686	0	NA	0	NA	0	NA
60718-000	Marionette	128	5,363	0	4,686	0	NA	0	NA	0	NA
80703-000	Sugar Brokers	128	5,363	0	4,686	0	NA	0	NA	0	NA
30165-000	Wholesale Dolls	127	5,367	0	4,686	0	NA	0	NA	0	NA
30566-000	Ribbon Printing	127	5,367	0	4,686	0	NA	0	NA	0	NA
60075-149	3rd Party Workers Compensation Lawyers	127	5,367	0	4,686	0	NA	0	NA	0	NA
80661-000	Snow Melting Systems	127	5,367	0	4,686	0	NA	0	NA	0	NA
65311-100	Alcohol Testing	126	5,373	0	4,686	0	NA	0	NA	0	NA
80110-000	Brass Fabrication	126	5,373	0	4,686	0	NA	0	NA	0	NA
50119-000	Buttons	125	5,376	0	4,686	0	NA	0	NA	0	NA
50463-000	Oilcloth	125	5,376	0	4,686	0	NA	0	NA	0	NA
80522-000	Oil Mill Machinery	125	5,376	0	4,686	0	NA	0	NA	0	NA
30080-000	Wholesale Caps	124	5,380	0	4,686	0	NA	0	NA	0	NA
50601-000	Spark Plugs	124	5,380	0	4,686	0	NA	0	NA	0	NA
80691-000	Used Steel	124	5,380	0	4,686	0	NA	0	NA	0	NA
30378-100	Spars	123	5,383	0	4,686	0	NA	0	NA	0	NA
30700-000	Timing Devices	123	5,383	0	4,686	0	NA	0	NA	0	NA
50077-000	Binder	123	5,383	0	4,686	0	NA	0	NA	0	NA
50506-000	Plaster Craft Supplies	123	5,383	0	4,686	0	NA	0	NA	0	NA
60941-000	Water Skiing Lessons	123	5,383	0	4,686	0	NA	0	NA	0	NA
30609-000	Ship Chandler	122	5,390	0	4,686	0	NA	0	NA	0	NA
50026-100	Art Conservation	121	5,392	0	4,686	0	NA	0	NA	0	NA
50799-000	Agate	121	5,392	0	4,686	0	NA	0	NA	0	NA
70599-000	Ship Cleaning	121	5,392	0	4,686	0	NA	0	NA	0	NA
80393-000	Ice Cream Manufacturers Supplies	121	5,392	0	4,686	0	NA	0	NA	0	NA
80398-200	Industrial Petroleum Equipment	121	5,392	0	4,686	0	NA	0	NA	0	NA
80421-000	Wholesale Lamp Shades	121	5,392	0	4,686	0	NA	0	NA	0	NA
80756-100	Cords	121	5,392	0	4,686	0	NA	0	NA	0	NA
30173-000	Dynamometers	120	5,399	0	4,686	0	NA	0	NA	0	NA
30579-000	Sample Case	120	5,399	0	4,686	0	NA	0	NA	0	NA
50288-000	Furniture Pads	120	5,399	0	4,686	0	NA	0	NA	0	NA
50729-000	Weaving Supplies	120	5,399	0	4,686	0	NA	0	NA	0	NA
30631-000	Soap Dispenser	119	5,403	0	4,686	0	NA	0	NA	0	NA
50734-000	Winches	119	5,403	0	4,686	0	NA	0	NA	0	NA
60544-000	Mathematician	119	5,403	0	4,686	0	NA	0	NA	0	NA
00101-000	Aerial Patrol	118	5,407	0	4,686	0	NA	0	NA	0	NA
30336-300	Lead Renovator	118	5,407	0	4,686	0	NA	0	NA	0	NA
30534-000	Glass Printer	117	5,410	0	4,686	0	NA	0	NA	0	NA
30639-000	Stabilizer	117	5,410	0	4,686	0	NA	0	NA	0	NA
50572-100	Shears	117	5,410	0	4,686	0	NA	0	NA	0	NA
50574-000	Shims	117	5,410	0	4,686	0	NA	0	NA	0	NA
60908-100	Truck Painting	117	5,410	0	4,686	0	NA	0	NA	0	NA
80251-100	Drilling Supplies	117	5,410	0	4,686	0	NA	0	NA	0	NA
50091-000	Box Lunch	116	5,416	0	4,686	0	NA	0	NA	0	NA
60190-000	Caves	116	5,416	0	4,686	0	NA	0	NA	0	NA
60563-000	Missing Person Services	116	5,416	0	4,686	0	NA	0	NA	0	NA
80251-200	Boring Equipment	115	5,419	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
55678-000	Garbage Disposal Equipment	114	5,421	0	4,686	0	NA	0	NA	0	NA
60131-000	Beach	114	5,421	0	4,686	0	NA	0	NA	0	NA
60373-000	Floor Machine Rental	113	5,423	0	4,686	0	NA	0	NA	0	NA
80583-200	Synthetic Stones	113	5,423	0	4,686	0	NA	0	NA	0	NA
80606-000	Retaining Ring	113	5,423	0	4,686	0	NA	0	NA	0	NA
30077-000	Caning	112	5,426	0	4,686	0	NA	0	NA	0	NA
30415-000	Name Plate Holders	112	5,426	0	4,686	0	NA	0	NA	0	NA
80787-100	Well Point	112	5,426	0	4,686	0	NA	0	NA	0	NA
86300-000	Childproofing	111	5,429	0	4,686	0	NA	0	NA	0	NA
60606-000	Naval Architect	109	5,432	0	4,686	0	NA	0	NA	0	NA
85500-100	Visually Impaired Services	109	5,432	0	4,686	0	NA	0	NA	0	NA
10020-000	Carpet Measuring	108	5,434	0	4,686	0	NA	0	NA	0	NA
65543-000	Myotherapy	108	5,434	0	4,686	0	NA	0	NA	0	NA
80422-000	Health Lamps	108	5,434	0	4,686	0	NA	0	NA	0	NA
30217-000	Felt Products	107	5,437	0	4,686	0	NA	0	NA	0	NA
30472-000	Perforated Materials	107	5,437	0	4,686	0	NA	0	NA	0	NA
80207-000	Corporate Supplies	107	5,437	0	4,686	0	NA	0	NA	0	NA
80537-000	Paper Cutting Machine	107	5,437	0	4,686	0	NA	0	NA	0	NA
80584-200	Preserves	107	5,437	0	4,686	0	NA	0	NA	0	NA
80778-000	Watchmaker Supplies	107	5,437	0	4,686	0	NA	0	NA	0	NA
30483-000	Photogrammetric Equipment	106	5,444	0	4,686	0	NA	0	NA	0	NA
80034-000	Astronomy Tools	106	5,444	0	4,686	0	NA	0	NA	0	NA
80173-000	Clamps	106	5,444	0	4,686	0	NA	0	NA	0	NA
70565-100	Machinery Erectors	105	5,449	0	4,686	0	NA	0	NA	0	NA
80605-100	Restaurant Uniforms	105	5,449	0	4,686	0	NA	0	NA	0	NA
00214-000	Stockyards	104	5,453	0	4,686	0	NA	0	NA	0	NA
60075-155	Citizenship Lawyer	104	5,453	0	4,686	0	NA	0	NA	0	NA
60433-000	Heat Sealing	104	5,453	0	4,686	0	NA	0	NA	0	NA
00162-000	Livestock Grooming	103	5,456	0	4,686	0	NA	0	NA	0	NA
10081-400	Radiant Barrier Insulation	103	5,456	0	4,686	0	NA	0	NA	0	NA
60660-000	Darkroom Rental	103	5,456	0	4,686	0	NA	0	NA	0	NA
80391-000	Ice Cream Freezer	103	5,456	0	4,686	0	NA	0	NA	0	NA
10154-330	Pool Inspection	102	5,460	0	4,686	0	NA	0	NA	0	NA
30716-100	Tube Fabrication	102	5,460	0	4,686	0	NA	0	NA	0	NA
50069-101	Wall Bed Manufacturer	102	5,460	0	4,686	0	NA	0	NA	0	NA
60075-152	Sports Lawyer	102	5,460	0	4,686	0	NA	0	NA	0	NA
20073-000	Travelers Checks	101	5,467	0	4,686	0	NA	0	NA	0	NA
30124-000	Compactor Parts	101	5,467	0	4,686	0	NA	0	NA	0	NA
30592-000	Screw Machine	101	5,467	0	4,686	0	NA	0	NA	0	NA
60493-100	Lamp Parts	101	5,467	0	4,686	0	NA	0	NA	0	NA
60650-103	Thermal Remediation	101	5,467	0	4,686	0	NA	0	NA	0	NA
50107-000	Brooms	100	5,472	0	4,686	0	NA	0	NA	0	NA
50462-000	Nylon Fabric	100	5,472	0	4,686	0	NA	0	NA	0	NA
50487-000	Pewter	100	5,472	0	4,686	0	NA	0	NA	0	NA
80390-200	Hydro Jetting	100	5,472	0	4,686	0	NA	0	NA	0	NA
80704-000	Surface Plate	100	5,472	0	4,686	0	NA	0	NA	0	NA
00187-000	Oil Well Surveyors	99	5,479	0	4,686	0	NA	0	NA	0	NA
30527-000	Pressurization Equipment	99	5,479	0	4,686	0	NA	0	NA	0	NA
44044-010	Brazilian Jujitsu	99	5,479	0	4,686	0	NA	0	NA	0	NA
50338-000	Car Heater	99	5,479	0	4,686	0	NA	0	NA	0	NA
60012-000	Checking Advertising	99	5,479	0	4,686	0	NA	0	NA	0	NA
70588-000	Railroad Ticket Agencies	99	5,479	0	4,686	0	NA	0	NA	0	NA
80034-100	Star Naming Service	99	5,479	0	4,686	0	NA	0	NA	0	NA
30139-000	Cottonseed Products	98	5,487	0	4,686	0	NA	0	NA	0	NA
30155-000	Diamond Setter	98	5,487	0	4,686	0	NA	0	NA	0	NA
30420-000	Nozzle	98	5,487	0	4,686	0	NA	0	NA	0	NA
60065-100	Touch Up Artist	98	5,487	0	4,686	0	NA	0	NA	0	NA
60159-000	Brake Shoe Bonding and Exchanging	97	5,492	0	4,686	0	NA	0	NA	0	NA
80237-000	Desk Pad	97	5,492	0	4,686	0	NA	0	NA	0	NA
30174-000	Egg Processing Equipment	96	5,495	0	4,686	0	NA	0	NA	0	NA
50106-000	Bronze Tablet	96	5,495	0	4,686	0	NA	0	NA	0	NA
50493-000	Piano Parts	96	5,495	0	4,686	0	NA	0	NA	0	NA
50541-100	Freezer Manufacturers	96	5,495	0	4,686	0	NA	0	NA	0	NA
50633-000	Tachometer	96	5,495	0	4,686	0	NA	0	NA	0	NA
80431-000	Library Supplies	96	5,495	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
30058-000	Brake Lining	95	5,504	0	4,686	0	NA	0	NA	0	NA
30195-000	Embossing Supplies	95	5,504	0	4,686	0	NA	0	NA	0	NA
30243-000	Frozen Custard Machine	95	5,504	0	4,686	0	NA	0	NA	0	NA
82700-000	Escalator	95	5,504	0	4,686	0	NA	0	NA	0	NA
30262-200	Whole house generators	94	5,510	0	4,686	0	NA	0	NA	0	NA
60219-000	Clipping Service	94	5,510	0	4,686	0	NA	0	NA	0	NA
50088-000	Bottle Caps	93	5,512	0	4,686	0	NA	0	NA	0	NA
80059-000	Decorative Balls	93	5,512	0	4,686	0	NA	0	NA	0	NA
90037-000	Reloaders	93	5,512	0	4,686	0	NA	0	NA	0	NA
20006-000	Coin Wrapping Service	92	5,517	0	4,686	0	NA	0	NA	0	NA
30568-000	Rolling Mill	92	5,517	0	4,686	0	NA	0	NA	0	NA
44138-000	Microneedling	92	5,517	0	4,686	0	NA	0	NA	0	NA
50546-100	Riding Equipment	92	5,517	0	4,686	0	NA	0	NA	0	NA
60120-000	Bakers Equipment Repair	92	5,517	0	4,686	0	NA	0	NA	0	NA
60987-200	Mergers	92	5,517	0	4,686	0	NA	0	NA	0	NA
80147-000	Carpet Workroom	92	5,517	0	4,686	0	NA	0	NA	0	NA
50011-000	Expansion Anchor	91	5,526	0	4,686	0	NA	0	NA	0	NA
60384-000	Fraternities	91	5,526	0	4,686	0	NA	0	NA	0	NA
80091-000	Boiler Rental	91	5,526	0	4,686	0	NA	0	NA	0	NA
50619-000	Used Store Fixtures	90	5,532	0	4,686	0	NA	0	NA	0	NA
80451-000	Macaroni	90	5,532	0	4,686	0	NA	0	NA	0	NA
80557-000	Pile Driving Equipment	90	5,532	0	4,686	0	NA	0	NA	0	NA
15127-100	Roof Stain Removal	89	5,535	0	4,686	0	NA	0	NA	0	NA
30688-000	Thermocouple	89	5,535	0	4,686	0	NA	0	NA	0	NA
30778-000	Port Authority	89	5,535	0	4,686	0	NA	0	NA	0	NA
60517-100	Light Fixture Cleaning	89	5,535	0	4,686	0	NA	0	NA	0	NA
60628-000	Optometric Information Bureaus	89	5,535	0	4,686	0	NA	0	NA	0	NA
80511-200	Office Equipment Rental	89	5,535	0	4,686	0	NA	0	NA	0	NA
30135-000	Cork Products	88	5,543	0	4,686	0	NA	0	NA	0	NA
30504-000	Reinforced Plastic	88	5,543	0	4,686	0	NA	0	NA	0	NA
60427-000	Hat Cleaning	88	5,543	0	4,686	0	NA	0	NA	0	NA
80080-000	Bellows	88	5,543	0	4,686	0	NA	0	NA	0	NA
30039-100	Battery Wholesale	87	5,548	0	4,686	0	NA	0	NA	0	NA
30459-000	Paper Towels	87	5,548	0	4,686	0	NA	0	NA	0	NA
50187-000	Electric Cords	87	5,548	0	4,686	0	NA	0	NA	0	NA
30625-000	Sling	86	5,552	0	4,686	0	NA	0	NA	0	NA
80430-000	Lettering Machines	86	5,552	0	4,686	0	NA	0	NA	0	NA
30375-000	Manhole Covers	85	5,554	0	4,686	0	NA	0	NA	0	NA
50263-000	Fish Net	85	5,554	0	4,686	0	NA	0	NA	0	NA
80756-000	Twine	85	5,554	0	4,686	0	NA	0	NA	0	NA
30259-000	Gas Recycling	84	5,558	0	4,686	0	NA	0	NA	0	NA
50371-000	Key Holder	84	5,558	0	4,686	0	NA	0	NA	0	NA
50621-100	Coal Stoves	84	5,558	0	4,686	0	NA	0	NA	0	NA
60462-000	Indexing Service	84	5,558	0	4,686	0	NA	0	NA	0	NA
80508-000	Oceanographic Equipment	84	5,558	0	4,686	0	NA	0	NA	0	NA
10138-000	Ski Lift Equipment	83	5,563	0	4,686	0	NA	0	NA	0	NA
10147-000	Spires	83	5,563	0	4,686	0	NA	0	NA	0	NA
30672-100	Tank Testing	83	5,563	0	4,686	0	NA	0	NA	0	NA
50206-200	Marine Fuel	83	5,563	0	4,686	0	NA	0	NA	0	NA
60699-000	Podiatrist Referral	83	5,563	0	4,686	0	NA	0	NA	0	NA
80369-000	Hamper Wholesale	83	5,563	0	4,686	0	NA	0	NA	0	NA
55519-000	Ship	82	5,569	0	4,686	0	NA	0	NA	0	NA
80164-000	Prefabricated Chimney	82	5,569	0	4,686	0	NA	0	NA	0	NA
30014-000	Anti-Freeze	81	5,571	0	4,686	0	NA	0	NA	0	NA
55581-000	Ingredients	81	5,571	0	4,686	0	NA	0	NA	0	NA
72400-000	Ad Word Sponsorship	81	5,571	0	4,686	0	NA	0	NA	0	NA
80086-000	Bias Binding	81	5,571	0	4,686	0	NA	0	NA	0	NA
80298-000	Filing Machine	81	5,571	0	4,686	0	NA	0	NA	0	NA
80611-000	Rubber Bands	81	5,571	0	4,686	0	NA	0	NA	0	NA
80275-100	Engineering Supplies	80	5,580	0	4,686	0	NA	0	NA	0	NA
10100-200	Patio Heaters	79	5,582	0	4,686	0	NA	0	NA	0	NA
30101-100	Cocoa	79	5,582	0	4,686	0	NA	0	NA	0	NA
30222-010	Gas Filters	79	5,582	0	4,686	0	NA	0	NA	0	NA
60052-000	Arboretums	79	5,582	0	4,686	0	NA	0	NA	0	NA
60222-000	Coil Winding	79	5,582	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60499-100	Lawn Mower Blade Sharpening	79	5,582	0	4,686	0	NA	0	NA	0	NA
60585-000	Motion Picture Special Effects	79	5,582	0	4,686	0	NA	0	NA	0	NA
80280-000	Expanded Metal	79	5,582	0	4,686	0	NA	0	NA	0	NA
80749-000	Translation Equipment	79	5,582	0	4,686	0	NA	0	NA	0	NA
30590-000	Screening Equipment	78	5,591	0	4,686	0	NA	0	NA	0	NA
30598-000	Seismograph Service	78	5,591	0	4,686	0	NA	0	NA	0	NA
30739-000	Watchmens Clocks and Systems	78	5,591	0	4,686	0	NA	0	NA	0	NA
60905-100	Trap Range	78	5,591	0	4,686	0	NA	0	NA	0	NA
80286-100	Construction Fasteners	78	5,591	0	4,686	0	NA	0	NA	0	NA
80394-000	Ice Cream Mix	78	5,591	0	4,686	0	NA	0	NA	0	NA
50611-000	Square Dance Clothes	77	5,598	0	4,686	0	NA	0	NA	0	NA
60512-000	Institutional Library	77	5,598	0	4,686	0	NA	0	NA	0	NA
80324-000	Drinking Fountain	77	5,598	0	4,686	0	NA	0	NA	0	NA
89600-000	Deposit Protection	77	5,598	0	4,686	0	NA	0	NA	0	NA
50494-000	Picnic Supplies	76	5,602	0	4,686	0	NA	0	NA	0	NA
60742-000	Refreshment Stand	76	5,602	0	4,686	0	NA	0	NA	0	NA
80346-000	Industrial Glass Beads	76	5,602	0	4,686	0	NA	0	NA	0	NA
00165-000	Livestock Commission	75	5,606	0	4,686	0	NA	0	NA	0	NA
30490-100	Pipe Coating	75	5,606	0	4,686	0	NA	0	NA	0	NA
50598-000	Sound Effect Records	75	5,606	0	4,686	0	NA	0	NA	0	NA
60061-000	Art Identification	75	5,606	0	4,686	0	NA	0	NA	0	NA
60850-000	Table Tennis Facilities	75	5,606	0	4,686	0	NA	0	NA	0	NA
50245-000	Eyelets	74	5,612	0	4,686	0	NA	0	NA	0	NA
60182-010	Outplacement Counseling	74	5,612	0	4,686	0	NA	0	NA	0	NA
60233-000	Compressor Rental	74	5,612	0	4,686	0	NA	0	NA	0	NA
60271-100	Columbarium	74	5,612	0	4,686	0	NA	0	NA	0	NA
60878-000	Theatrical Makeup	74	5,612	0	4,686	0	NA	0	NA	0	NA
80211-000	Cotton Broker	74	5,612	0	4,686	0	NA	0	NA	0	NA
80215-000	Couplings	74	5,612	0	4,686	0	NA	0	NA	0	NA
80232-000	Degreasing	74	5,612	0	4,686	0	NA	0	NA	0	NA
80361-000	Grinding Wheel	74	5,612	0	4,686	0	NA	0	NA	0	NA
80710-100	Fiberglass Tanks	74	5,612	0	4,686	0	NA	0	NA	0	NA
30067-000	Bushings	73	5,623	0	4,686	0	NA	0	NA	0	NA
30404-000	Missile Manufacturing	73	5,623	0	4,686	0	NA	0	NA	0	NA
50085-120	Used Textbooks	73	5,623	0	4,686	0	NA	0	NA	0	NA
50247-000	Factory Consultants	73	5,623	0	4,686	0	NA	0	NA	0	NA
70579-000	Marine Pilot	73	5,623	0	4,686	0	NA	0	NA	0	NA
80037-000	Auditory Training Equipment	73	5,623	0	4,686	0	NA	0	NA	0	NA
80135-000	Can Manufacturing Machinery	73	5,623	0	4,686	0	NA	0	NA	0	NA
80772-100	Wallboard	73	5,623	0	4,686	0	NA	0	NA	0	NA
50458-000	Notions	72	5,632	0	4,686	0	NA	0	NA	0	NA
80301-000	Fire Exit Device	72	5,632	0	4,686	0	NA	0	NA	0	NA
80731-000	Tin	72	5,632	0	4,686	0	NA	0	NA	0	NA
30393-100	Metallurgy Supplies	71	5,635	0	4,686	0	NA	0	NA	0	NA
80364-110	Blow Dryer	71	5,635	0	4,686	0	NA	0	NA	0	NA
80694-000	Stenograph Machine	71	5,635	0	4,686	0	NA	0	NA	0	NA
85301-000	Indoor Sky Diving	71	5,635	0	4,686	0	NA	0	NA	0	NA
30397-000	Micrometer	70	5,640	0	4,686	0	NA	0	NA	0	NA
44022-110	LGBTQ Counseling	70	5,640	0	4,686	0	NA	0	NA	0	NA
50337-400	Tinnitus Treatment	70	5,640	0	4,686	0	NA	0	NA	0	NA
50350-100	House Cleaning Supplies	70	5,640	0	4,686	0	NA	0	NA	0	NA
60133-000	Baton Twirling	70	5,640	0	4,686	0	NA	0	NA	0	NA
60160-000	Brazing	70	5,640	0	4,686	0	NA	0	NA	0	NA
80067-000	Used Drums	70	5,640	0	4,686	0	NA	0	NA	0	NA
10155-105	Hosted phone systems	69	5,648	0	4,686	0	NA	0	NA	0	NA
80214-000	Counterfeit Money Detection Devices	69	5,648	0	4,686	0	NA	0	NA	0	NA
80335-000	Gas Lighting	69	5,648	0	4,686	0	NA	0	NA	0	NA
89000-010	Digitization	69	5,648	0	4,686	0	NA	0	NA	0	NA
30229-000	Flange	68	5,653	0	4,686	0	NA	0	NA	0	NA
50092-000	Boy and Girl Organizations	68	5,653	0	4,686	0	NA	0	NA	0	NA
60491-000	Lamp Shade Cleaning	68	5,653	0	4,686	0	NA	0	NA	0	NA
80157-000	Cheesecloth	68	5,653	0	4,686	0	NA	0	NA	0	NA
10174-000	Wire Wrapping	67	5,658	0	4,686	0	NA	0	NA	0	NA
30678-000	Tape Recorder Wholesale and Manufacturers	67	5,658	0	4,686	0	NA	0	NA	0	NA
50102-000	Used Brick	67	5,658	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60923-100	Veterinary Referral	67	5,658	0	4,686	0	NA	0	NA	0	NA
80004-000	Acid Proof Materials	67	5,658	0	4,686	0	NA	0	NA	0	NA
80383-000	Honeycomb Material	67	5,658	0	4,686	0	NA	0	NA	0	NA
10047-000	Dumbwaiters	66	5,665	0	4,686	0	NA	0	NA	0	NA
60220-000	Cloth Cutting	66	5,665	0	4,686	0	NA	0	NA	0	NA
85275-000	iPod Sales	66	5,665	0	4,686	0	NA	0	NA	0	NA
85336-000	Tree Climbing Training	66	5,665	0	4,686	0	NA	0	NA	0	NA
10037-100	Deconstruction	65	5,669	0	4,686	0	NA	0	NA	0	NA
30223-000	Fingerprinting Equipment	65	5,669	0	4,686	0	NA	0	NA	0	NA
30323-000	Lacquer Manufacturers	65	5,669	0	4,686	0	NA	0	NA	0	NA
80182-100	Coat Manufacturers	65	5,669	0	4,686	0	NA	0	NA	0	NA
60235-030	Artificial Intelligence	64	5,675	0	4,686	0	NA	0	NA	0	NA
60404-015	Plexiglass	64	5,675	0	4,686	0	NA	0	NA	0	NA
80344-000	Geophysical Equipment	64	5,675	0	4,686	0	NA	0	NA	0	NA
30482-000	Photoelectric Cell	63	5,679	0	4,686	0	NA	0	NA	0	NA
30552-100	Radiator repair	63	5,679	0	4,686	0	NA	0	NA	0	NA
30560-200	Tape Manufacturers	63	5,679	0	4,686	0	NA	0	NA	0	NA
80343-000	Geologist Equipment	63	5,679	0	4,686	0	NA	0	NA	0	NA
96000-400	Benefit Corporation	63	5,679	0	4,686	0	NA	0	NA	0	NA
00124-000	Entomologist	62	5,684	0	4,686	0	NA	0	NA	0	NA
30013-000	Anti-Fogging Compounds	62	5,684	0	4,686	0	NA	0	NA	0	NA
30611-000	Shot Peening	62	5,684	0	4,686	0	NA	0	NA	0	NA
80521-000	Oil Hole Covers	62	5,684	0	4,686	0	NA	0	NA	0	NA
80797-000	Wire Strippers	62	5,684	0	4,686	0	NA	0	NA	0	NA
00152-000	Impregnating	61	5,689	0	4,686	0	NA	0	NA	0	NA
30053-000	Box Dividers	61	5,689	0	4,686	0	NA	0	NA	0	NA
55624-000	Oil Well	61	5,689	0	4,686	0	NA	0	NA	0	NA
60350-030	Online Estate Sales	61	5,689	0	4,686	0	NA	0	NA	0	NA
80007-000	Addressing Machine	61	5,689	0	4,686	0	NA	0	NA	0	NA
80115-000	Broaching	61	5,689	0	4,686	0	NA	0	NA	0	NA
80332-030	Electric Furnace	61	5,689	0	4,686	0	NA	0	NA	0	NA
80637-000	Separators	61	5,689	0	4,686	0	NA	0	NA	0	NA
10142-000	Static Control	60	5,697	0	4,686	0	NA	0	NA	0	NA
44089-000	Natural Materials	60	5,697	0	4,686	0	NA	0	NA	0	NA
50348-100	Hose Fittings	60	5,697	0	4,686	0	NA	0	NA	0	NA
50425-000	Microwave Dealers	60	5,697	0	4,686	0	NA	0	NA	0	NA
80060-000	Glass Balls	60	5,697	0	4,686	0	NA	0	NA	0	NA
10105-000	Pipe Hangers	59	5,704	0	4,686	0	NA	0	NA	0	NA
30141-000	Crankshaft Manufacturers	59	5,704	0	4,686	0	NA	0	NA	0	NA
30144-000	Cupola	59	5,704	0	4,686	0	NA	0	NA	0	NA
60487-300	Drug Discovery	59	5,704	0	4,686	0	NA	0	NA	0	NA
60866-100	TV Rental	59	5,704	0	4,686	0	NA	0	NA	0	NA
80648-000	Shoe Machinery	59	5,704	0	4,686	0	NA	0	NA	0	NA
50520-000	Quilt Renovation	58	5,710	0	4,686	0	NA	0	NA	0	NA
60800-000	Shoplifting Prevention	58	5,710	0	4,686	0	NA	0	NA	0	NA
60967-000	Zipper Repair	58	5,710	0	4,686	0	NA	0	NA	0	NA
80613-000	Rubber Working Machinery	58	5,710	0	4,686	0	NA	0	NA	0	NA
20027-020	Church Insurance	57	5,715	0	4,686	0	NA	0	NA	0	NA
30118-000	Color Cards	57	5,715	0	4,686	0	NA	0	NA	0	NA
30298-000	Incinerator	57	5,715	0	4,686	0	NA	0	NA	0	NA
44113-000	Reparation	57	5,715	0	4,686	0	NA	0	NA	0	NA
50629-000	Sweaters	57	5,715	0	4,686	0	NA	0	NA	0	NA
80058-000	Baling Equipment	57	5,715	0	4,686	0	NA	0	NA	0	NA
80291-000	Feed Grinder	57	5,715	0	4,686	0	NA	0	NA	0	NA
80752-000	Medical Truss	57	5,715	0	4,686	0	NA	0	NA	0	NA
00166-000	Livestock Appraisers	56	5,724	0	4,686	0	NA	0	NA	0	NA
00178-000	Oil Seed	56	5,724	0	4,686	0	NA	0	NA	0	NA
50096-000	Brake Fluid	56	5,724	0	4,686	0	NA	0	NA	0	NA
80303-000	Fire Extinguisher Fluid	56	5,724	0	4,686	0	NA	0	NA	0	NA
80340-100	Gear Cutting	56	5,724	0	4,686	0	NA	0	NA	0	NA
30249-000	Fur Liners	55	5,732	0	4,686	0	NA	0	NA	0	NA
30538-000	Printing Rollers	55	5,732	0	4,686	0	NA	0	NA	0	NA
50384-000	Lamp Shade Covers	55	5,732	0	4,686	0	NA	0	NA	0	NA
60580-000	Motion Picture Film Storage	55	5,732	0	4,686	0	NA	0	NA	0	NA
80471-000	Metal Cleaning Equipment	55	5,732	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
80570-100	Plating Supplies	55	5,732	0	4,686	0	NA	0	NA	0	NA
80654-000	Shower Curtain Manufacturers	55	5,732	0	4,686	0	NA	0	NA	0	NA
82500-000	Chute Cleaning	55	5,732	0	4,686	0	NA	0	NA	0	NA
30359-000	Luggage Covers	54	5,740	0	4,686	0	NA	0	NA	0	NA
30389-000	Metal Slitting	54	5,740	0	4,686	0	NA	0	NA	0	NA
50346-100	Flexible Metal Tubing	54	5,740	0	4,686	0	NA	0	NA	0	NA
60173-000	Calculating Service	54	5,740	0	4,686	0	NA	0	NA	0	NA
60423-000	Handbag Repair	54	5,740	0	4,686	0	NA	0	NA	0	NA
60838-100	Structural Imaging	54	5,740	0	4,686	0	NA	0	NA	0	NA
60913-000	Umbrella Repair	54	5,740	0	4,686	0	NA	0	NA	0	NA
70535-100	Ringtones	54	5,740	0	4,686	0	NA	0	NA	0	NA
85299-000	Silage Cover	54	5,740	0	4,686	0	NA	0	NA	0	NA
20022-100	Farm Insurance	53	5,750	0	4,686	0	NA	0	NA	0	NA
30403-000	Missile and Rocket Components	53	5,750	0	4,686	0	NA	0	NA	0	NA
30548-000	Punch Press	53	5,750	0	4,686	0	NA	0	NA	0	NA
30705-000	Tortilla Equipment	53	5,750	0	4,686	0	NA	0	NA	0	NA
50228-000	Drapery Trimmings	53	5,750	0	4,686	0	NA	0	NA	0	NA
10013-300	Treehouse	52	5,755	0	4,686	0	NA	0	NA	0	NA
30456-000	Paper Mill Supplies	52	5,755	0	4,686	0	NA	0	NA	0	NA
80277-100	Envelope Manufacturers	52	5,755	0	4,686	0	NA	0	NA	0	NA
80402-010	Professional Registered Interior Design	52	5,755	0	4,686	0	NA	0	NA	0	NA
30254-100	Furniture Manufacturers Supplies	51	5,759	0	4,686	0	NA	0	NA	0	NA
60075-161	Malpractice Lawyers	51	5,759	0	4,686	0	NA	0	NA	0	NA
60157-000	Bowling Lessons	51	5,759	0	4,686	0	NA	0	NA	0	NA
60206-000	Choreographer	51	5,759	0	4,686	0	NA	0	NA	0	NA
60688-110	Piano Refinishing	51	5,759	0	4,686	0	NA	0	NA	0	NA
80585-000	Clothes Pressing Machine	51	5,759	0	4,686	0	NA	0	NA	0	NA
10147-100	Steeple	50	5,765	0	4,686	0	NA	0	NA	0	NA
30362-000	Lumber Inspector	50	5,765	0	4,686	0	NA	0	NA	0	NA
30771-100	Village Government	50	5,765	0	4,686	0	NA	0	NA	0	NA
50301-000	Gas Boosters	49	5,768	0	4,686	0	NA	0	NA	0	NA
60068-000	Assayer	49	5,768	0	4,686	0	NA	0	NA	0	NA
80033-000	Assaying Equipment	49	5,768	0	4,686	0	NA	0	NA	0	NA
80056-000	Balancing Equipment	49	5,768	0	4,686	0	NA	0	NA	0	NA
80683-000	Sprocket	49	5,768	0	4,686	0	NA	0	NA	0	NA
85295-010	Clear Bra	49	5,768	0	4,686	0	NA	0	NA	0	NA
30480-000	Pewterware	48	5,776	0	4,686	0	NA	0	NA	0	NA
50081-100	Boat Top	48	5,776	0	4,686	0	NA	0	NA	0	NA
50208-000	Discotheque	48	5,776	0	4,686	0	NA	0	NA	0	NA
50416-010	Martial Arts Equipment	48	5,776	0	4,686	0	NA	0	NA	0	NA
60075-167	Special Education Attorney	48	5,776	0	4,686	0	NA	0	NA	0	NA
60627-000	Opera Company	48	5,776	0	4,686	0	NA	0	NA	0	NA
60820-000	Sound Level Testing	48	5,776	0	4,686	0	NA	0	NA	0	NA
70601-000	Ship Wreckers	48	5,776	0	4,686	0	NA	0	NA	0	NA
80015-000	Air Motor	48	5,776	0	4,686	0	NA	0	NA	0	NA
80243-000	Doll Making Supplies	48	5,776	0	4,686	0	NA	0	NA	0	NA
60490-000	Ladder Rental	47	5,788	0	4,686	0	NA	0	NA	0	NA
80247-000	Wholesale Dress Forms	47	5,788	0	4,686	0	NA	0	NA	0	NA
80717-000	Telemetry Equipment	47	5,788	0	4,686	0	NA	0	NA	0	NA
30272-010	Industrial Gloves	46	5,791	0	4,686	0	NA	0	NA	0	NA
50446-000	Music Writing Supplies	46	5,791	0	4,686	0	NA	0	NA	0	NA
60308-000	Dressmaking School	46	5,791	0	4,686	0	NA	0	NA	0	NA
60390-000	Wholesale Fur Cleaning and Dyeing	46	5,791	0	4,686	0	NA	0	NA	0	NA
60727-000	Radioactivity Instruments	46	5,791	0	4,686	0	NA	0	NA	0	NA
80472-000	Metal Cleaning Machines	46	5,791	0	4,686	0	NA	0	NA	0	NA
85800-000	Bull Riding	46	5,791	0	4,686	0	NA	0	NA	0	NA
30513-000	Pole Line Hardware	45	5,798	0	4,686	0	NA	0	NA	0	NA
60435-100	Historian	45	5,798	0	4,686	0	NA	0	NA	0	NA
80185-300	Money Counter	45	5,798	0	4,686	0	NA	0	NA	0	NA
00177-000	Oil Report	44	5,803	0	4,686	0	NA	0	NA	0	NA
30454-000	Wallpaper Supplies	44	5,803	0	4,686	0	NA	0	NA	0	NA
60470-400	Feng Shui	44	5,803	0	4,686	0	NA	0	NA	0	NA
80260-000	Industrial Dryer	44	5,803	0	4,686	0	NA	0	NA	0	NA
80350-100	Golf Course Supplies	44	5,803	0	4,686	0	NA	0	NA	0	NA
80616-000	Safety Can	44	5,803	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
30167-000	Dredging Machine	43	5,810	0	4,686	0	NA	0	NA	0	NA
50522-000	Racquetball Equipment	43	5,810	0	4,686	0	NA	0	NA	0	NA
60958-000	Word Process System Consultant	43	5,810	0	4,686	0	NA	0	NA	0	NA
80052-000	Bacteria Control	43	5,810	0	4,686	0	NA	0	NA	0	NA
80061-100	Bank Supplies	43	5,810	0	4,686	0	NA	0	NA	0	NA
80330-000	Fur Cutting	43	5,810	0	4,686	0	NA	0	NA	0	NA
85259-000	Phone Book Cover Advertising	43	5,810	0	4,686	0	NA	0	NA	0	NA
00117-000	Coal Washing	42	5,817	0	4,686	0	NA	0	NA	0	NA
30261-100	Gage	42	5,817	0	4,686	0	NA	0	NA	0	NA
30380-000	Mayonnaise	42	5,817	0	4,686	0	NA	0	NA	0	NA
50223-000	Dowel	42	5,817	0	4,686	0	NA	0	NA	0	NA
50480-100	Piñata	42	5,817	0	4,686	0	NA	0	NA	0	NA
50488-210	Hemophilia Pharmacy	42	5,817	0	4,686	0	NA	0	NA	0	NA
30078-000	Canner Supplies	41	5,823	0	4,686	0	NA	0	NA	0	NA
30270-000	Glaziers Supply	41	5,823	0	4,686	0	NA	0	NA	0	NA
30429-000	Hydrogenated Oil	41	5,823	0	4,686	0	NA	0	NA	0	NA
50612-000	Stake	41	5,823	0	4,686	0	NA	0	NA	0	NA
60797-000	Shoe Dyers	41	5,823	0	4,686	0	NA	0	NA	0	NA
75000-100	Gift Certificates	41	5,823	0	4,686	0	NA	0	NA	0	NA
80624-000	Sausage Casing	41	5,823	0	4,686	0	NA	0	NA	0	NA
80684-000	Stamp Machine	41	5,823	0	4,686	0	NA	0	NA	0	NA
80803-100	Yarn Manufacturers	41	5,823	0	4,686	0	NA	0	NA	0	NA
80020-000	Aircraft Salvage	40	5,833	0	4,686	0	NA	0	NA	0	NA
80456-000	Hops	40	5,833	0	4,686	0	NA	0	NA	0	NA
80487-000	Mezzanines	40	5,833	0	4,686	0	NA	0	NA	0	NA
10119-000	Racquetball Court Construction	39	5,836	0	4,686	0	NA	0	NA	0	NA
10160-000	Tinning	39	5,836	0	4,686	0	NA	0	NA	0	NA
60479-100	Jewelry Plating	39	5,836	0	4,686	0	NA	0	NA	0	NA
60600-100	Choir	39	5,836	0	4,686	0	NA	0	NA	0	NA
70524-010	Boat Leasing	39	5,836	0	4,686	0	NA	0	NA	0	NA
70584-000	Radioactive Materials	39	5,836	0	4,686	0	NA	0	NA	0	NA
30503-100	Plastic Raw Materials	38	5,844	0	4,686	0	NA	0	NA	0	NA
30589-100	Screen Printing Supplies	38	5,844	0	4,686	0	NA	0	NA	0	NA
80584-100	Jellies	38	5,844	0	4,686	0	NA	0	NA	0	NA
30275-000	Governors	37	5,847	0	4,686	0	NA	0	NA	0	NA
30578-000	Sample Books	37	5,847	0	4,686	0	NA	0	NA	0	NA
50510-100	Popcorn Supplies	37	5,847	0	4,686	0	NA	0	NA	0	NA
60116-000	Baby Shoe Preservation	37	5,847	0	4,686	0	NA	0	NA	0	NA
60406-000	Go-Kart Manufacturers	37	5,847	0	4,686	0	NA	0	NA	0	NA
60586-000	Motion Picture Technicians	37	5,847	0	4,686	0	NA	0	NA	0	NA
80668-130	Solar Calculator	37	5,847	0	4,686	0	NA	0	NA	0	NA
30232-000	Flock Manufacturers	36	5,854	0	4,686	0	NA	0	NA	0	NA
50195-000	Crutches	36	5,854	0	4,686	0	NA	0	NA	0	NA
50337-300	Cochlear Implant Procedure	36	5,854	0	4,686	0	NA	0	NA	0	NA
80168-000	Chlorinator	36	5,854	0	4,686	0	NA	0	NA	0	NA
30215-000	Fare Meter	35	5,858	0	4,686	0	NA	0	NA	0	NA
60758-020	End of Life Planning	35	5,858	0	4,686	0	NA	0	NA	0	NA
80729-000	Thermograph Equipment and Supplies	35	5,858	0	4,686	0	NA	0	NA	0	NA
80753-000	Tube Cleaning	35	5,858	0	4,686	0	NA	0	NA	0	NA
30200-000	Enameling, Japanning and Lacquering	34	5,862	0	4,686	0	NA	0	NA	0	NA
30322-200	Foil Labels	34	5,862	0	4,686	0	NA	0	NA	0	NA
30372-000	Magnetic Particle Inspection Equipment	34	5,862	0	4,686	0	NA	0	NA	0	NA
60862-000	Novelty Telegrams	34	5,862	0	4,686	0	NA	0	NA	0	NA
60936-100	Dryer Parts	34	5,862	0	4,686	0	NA	0	NA	0	NA
80104-000	Used Boxes	34	5,862	0	4,686	0	NA	0	NA	0	NA
30073-000	Cam Grinding	33	5,869	0	4,686	0	NA	0	NA	0	NA
30378-000	Masts	33	5,869	0	4,686	0	NA	0	NA	0	NA
30721-000	Binding Machine	33	5,869	0	4,686	0	NA	0	NA	0	NA
44098-000	Philosophy	33	5,869	0	4,686	0	NA	0	NA	0	NA
50680-100	Pranks	33	5,869	0	4,686	0	NA	0	NA	0	NA
55593-000	Artificial Body Parts	33	5,869	0	4,686	0	NA	0	NA	0	NA
60405-000	Glove Repair	33	5,869	0	4,686	0	NA	0	NA	0	NA
60829-000	Private Squash Courts	33	5,869	0	4,686	0	NA	0	NA	0	NA
70626-210	Golf Promoter	33	5,869	0	4,686	0	NA	0	NA	0	NA
30434-000	Road Oil	32	5,879	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
30694-100	Ticket Printer	32	5,879	0	4,686	0	NA	0	NA	0	NA
50235-000	Elastic Goods	32	5,879	0	4,686	0	NA	0	NA	0	NA
60134-110	Colorist	32	5,879	0	4,686	0	NA	0	NA	0	NA
60429-150	Mobile Personal Trainer	32	5,879	0	4,686	0	NA	0	NA	0	NA
00129-000	Fire Lookout Stations	31	5,885	0	4,686	0	NA	0	NA	0	NA
10010-000	Breakfast Nooks	31	5,885	0	4,686	0	NA	0	NA	0	NA
30194-000	Embossing	31	5,885	0	4,686	0	NA	0	NA	0	NA
30433-000	Re-refined Oil	31	5,885	0	4,686	0	NA	0	NA	0	NA
30504-100	Fiberglass Reinforced Plastic	31	5,885	0	4,686	0	NA	0	NA	0	NA
80707-000	Sweeping Compound	31	5,885	0	4,686	0	NA	0	NA	0	NA
80784-000	Waterbed Manufacturers	31	5,885	0	4,686	0	NA	0	NA	0	NA
30108-000	Fabric Cutting Machine	30	5,893	0	4,686	0	NA	0	NA	0	NA
30151-000	Deodorizing Equipment	30	5,893	0	4,686	0	NA	0	NA	0	NA
30245-000	Fungicides	30	5,893	0	4,686	0	NA	0	NA	0	NA
30409-000	Monogram Machine	30	5,893	0	4,686	0	NA	0	NA	0	NA
30492-000	Used Pipe	30	5,893	0	4,686	0	NA	0	NA	0	NA
30624-000	Slicing Machine	30	5,893	0	4,686	0	NA	0	NA	0	NA
75600-000	Rockfall Mitigation	30	5,893	0	4,686	0	NA	0	NA	0	NA
80435-100	Light Tubes	30	5,893	0	4,686	0	NA	0	NA	0	NA
30710-000	Dry Transfer	29	5,905	0	4,686	0	NA	0	NA	0	NA
80502-100	Association Publications	29	5,905	0	4,686	0	NA	0	NA	0	NA
30354-000	Lithographic Negative Plates	28	5,907	0	4,686	0	NA	0	NA	0	NA
30536-300	Offset Printing Repair	28	5,907	0	4,686	0	NA	0	NA	0	NA
50363-000	Ivory Products	28	5,907	0	4,686	0	NA	0	NA	0	NA
50426-000	Microwave Parts	28	5,907	0	4,686	0	NA	0	NA	0	NA
60851-000	Tailoring Classes	28	5,907	0	4,686	0	NA	0	NA	0	NA
80560-100	Pipe Threader	28	5,907	0	4,686	0	NA	0	NA	0	NA
80581-100	Poultry Supplies	28	5,907	0	4,686	0	NA	0	NA	0	NA
30159-000	Dishwashing Compounds	27	5,914	0	4,686	0	NA	0	NA	0	NA
50221-102	Automatic Door Installation	27	5,914	0	4,686	0	NA	0	NA	0	NA
60247-000	Time Share Computers	27	5,914	0	4,686	0	NA	0	NA	0	NA
60613-200	Skilled Nurses	27	5,914	0	4,686	0	NA	0	NA	0	NA
80172-000	Cinder	27	5,914	0	4,686	0	NA	0	NA	0	NA
80526-000	Cutting Oil	27	5,914	0	4,686	0	NA	0	NA	0	NA
80653-000	Power Shovel	27	5,914	0	4,686	0	NA	0	NA	0	NA
80776-000	Cotton Waste	27	5,914	0	4,686	0	NA	0	NA	0	NA
30294-000	Ice Crushers	26	5,924	0	4,686	0	NA	0	NA	0	NA
60511-000	Circulating Library	26	5,924	0	4,686	0	NA	0	NA	0	NA
80088-010	Soda Blasting	26	5,924	0	4,686	0	NA	0	NA	0	NA
80175-000	Cleaners and Dyers Supplies	26	5,924	0	4,686	0	NA	0	NA	0	NA
80185-200	Coin Counter	26	5,924	0	4,686	0	NA	0	NA	0	NA
80692-000	Stencil Cutting Machine	26	5,924	0	4,686	0	NA	0	NA	0	NA
60075-169	Justice of the Peace	25	5,930	0	4,686	0	NA	0	NA	0	NA
60621-000	Oceanographer	25	5,930	0	4,686	0	NA	0	NA	0	NA
70623-100	CATV	25	5,930	0	4,686	0	NA	0	NA	0	NA
80498-000	Nail Machine	25	5,930	0	4,686	0	NA	0	NA	0	NA
80665-000	Soda Fountain Repair	25	5,930	0	4,686	0	NA	0	NA	0	NA
85361-100	Basement Door Installation	25	5,930	0	4,686	0	NA	0	NA	0	NA
30210-000	Etching Supplies	24	5,938	0	4,686	0	NA	0	NA	0	NA
50153-000	Chucks	24	5,938	0	4,686	0	NA	0	NA	0	NA
50221-300	Vinyl Doors	24	5,938	0	4,686	0	NA	0	NA	0	NA
60207-000	Christian Science Practitioner	24	5,938	0	4,686	0	NA	0	NA	0	NA
60244-100	Computer Room Installation	24	5,938	0	4,686	0	NA	0	NA	0	NA
70606-000	Solvent Reclaiming	24	5,938	0	4,686	0	NA	0	NA	0	NA
80008-100	Glue	24	5,938	0	4,686	0	NA	0	NA	0	NA
80439-000	Linoleum Manufacturers	24	5,938	0	4,686	0	NA	0	NA	0	NA
80513-100	Used Office Equipment	24	5,938	0	4,686	0	NA	0	NA	0	NA
80596-000	Ravioli	24	5,938	0	4,686	0	NA	0	NA	0	NA
87600-200	Emotional Support Animal	24	5,938	0	4,686	0	NA	0	NA	0	NA
10136-000	Industrial Silencers	23	5,949	0	4,686	0	NA	0	NA	0	NA
60278-100	Online Dance Classes	23	5,949	0	4,686	0	NA	0	NA	0	NA
80420-100	Laminating Supplies	23	5,949	0	4,686	0	NA	0	NA	0	NA
80775-000	Paper Waste	23	5,949	0	4,686	0	NA	0	NA	0	NA
30038-010	Sink Repair	22	5,954	0	4,686	0	NA	0	NA	0	NA
30065-000	Bronze Powder	22	5,954	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
30186-000	Electroforming	22	5,954	0	4,686	0	NA	0	NA	0	NA
60693-000	Pillow Renovation	22	5,954	0	4,686	0	NA	0	NA	0	NA
80263-000	Wholesale Easels	22	5,954	0	4,686	0	NA	0	NA	0	NA
80358-100	Greeting Card Supplies	22	5,954	0	4,686	0	NA	0	NA	0	NA
80494-000	Molasses	22	5,954	0	4,686	0	NA	0	NA	0	NA
30227-000	Fish Processing Equipment	21	5,962	0	4,686	0	NA	0	NA	0	NA
30304-000	Screw Threads	21	5,962	0	4,686	0	NA	0	NA	0	NA
30661-000	Sweater Trimming Services	21	5,962	0	4,686	0	NA	0	NA	0	NA
60743-100	Freezer Rental	21	5,962	0	4,686	0	NA	0	NA	0	NA
80262-000	Industrial Dye	21	5,962	0	4,686	0	NA	0	NA	0	NA
80591-000	Punches	21	5,962	0	4,686	0	NA	0	NA	0	NA
30116-000	Cold Type Composition	20	5,969	0	4,686	0	NA	0	NA	0	NA
30411-000	Moth Prevention	20	5,969	0	4,686	0	NA	0	NA	0	NA
30605-000	Shellac Manufacturers	20	5,969	0	4,686	0	NA	0	NA	0	NA
50103-100	Millinery Supplies	20	5,969	0	4,686	0	NA	0	NA	0	NA
50321-000	Grinding Wheel Dresser	20	5,969	0	4,686	0	NA	0	NA	0	NA
60642-000	Parliamentarian	20	5,969	0	4,686	0	NA	0	NA	0	NA
80615-000	Ruler	20	5,969	0	4,686	0	NA	0	NA	0	NA
10157-000	Tennis Court Enclosures	19	5,977	0	4,686	0	NA	0	NA	0	NA
30393-000	Metallurgy Equipment	19	5,977	0	4,686	0	NA	0	NA	0	NA
50420-000	Measuring Tape	19	5,977	0	4,686	0	NA	0	NA	0	NA
50597-000	Solder	19	5,977	0	4,686	0	NA	0	NA	0	NA
50691-000	Universal Joint	19	5,977	0	4,686	0	NA	0	NA	0	NA
60154-110	Canoe Lessons	19	5,977	0	4,686	0	NA	0	NA	0	NA
80312-000	Flame Proofing Materials	19	5,977	0	4,686	0	NA	0	NA	0	NA
30561-000	Electric Rectifiers	18	5,985	0	4,686	0	NA	0	NA	0	NA
60203-000	Glassware Rental	18	5,985	0	4,686	0	NA	0	NA	0	NA
60576-000	Motion Picture Equipment Repair	18	5,985	0	4,686	0	NA	0	NA	0	NA
60584-000	Motion Picture Research	18	5,985	0	4,686	0	NA	0	NA	0	NA
60689-000	Picnic Grounds	18	5,985	0	4,686	0	NA	0	NA	0	NA
80027-000	Anode	18	5,985	0	4,686	0	NA	0	NA	0	NA
00185-100	Oil Well Perforating	17	5,993	0	4,686	0	NA	0	NA	0	NA
30345-000	Artificial Leather	17	5,993	0	4,686	0	NA	0	NA	0	NA
30491-000	Pipe Thread Protector	17	5,993	0	4,686	0	NA	0	NA	0	NA
30629-000	Smoke Abatement Equipment	17	5,993	0	4,686	0	NA	0	NA	0	NA
30682-000	Terrazzo Supplies	17	5,993	0	4,686	0	NA	0	NA	0	NA
50361-000	Ironing Board	17	5,993	0	4,686	0	NA	0	NA	0	NA
55670-000	Table Tennis	17	5,993	0	4,686	0	NA	0	NA	0	NA
80341-000	Gelatin	17	5,993	0	4,686	0	NA	0	NA	0	NA
80614-000	Crude Rubber	17	5,993	0	4,686	0	NA	0	NA	0	NA
00137-100	Venison	16	6,002	0	4,686	0	NA	0	NA	0	NA
30325-000	Motor Laminations	16	6,002	0	4,686	0	NA	0	NA	0	NA
30746-100	Window Cleaning Equipment	16	6,002	0	4,686	0	NA	0	NA	0	NA
44003-100	Private Jet Rental	16	6,002	0	4,686	0	NA	0	NA	0	NA
50537-000	Reflectors	16	6,002	0	4,686	0	NA	0	NA	0	NA
55663-000	Racquetball	16	6,002	0	4,686	0	NA	0	NA	0	NA
80166-100	China Manufacturers	16	6,002	0	4,686	0	NA	0	NA	0	NA
80234-000	Demagnetizer	16	6,002	0	4,686	0	NA	0	NA	0	NA
80668-120	Solar Company Reviews	16	6,002	0	4,686	0	NA	0	NA	0	NA
80702-000	Mechanical Stripping	16	6,002	0	4,686	0	NA	0	NA	0	NA
80711-000	Used Tanks	16	6,002	0	4,686	0	NA	0	NA	0	NA
30340-000	Leather Findings	15	6,015	0	4,686	0	NA	0	NA	0	NA
60424-000	Handball Court	15	6,015	0	4,686	0	NA	0	NA	0	NA
60695-000	Planetarium	15	6,015	0	4,686	0	NA	0	NA	0	NA
70518-010	Clowns	15	6,015	0	4,686	0	NA	0	NA	0	NA
80282-100	Commercial Fans	15	6,015	0	4,686	0	NA	0	NA	0	NA
85273-050	Respite Care	15	6,015	0	4,686	0	NA	0	NA	0	NA
30145-100	Air Cylinder	14	6,022	0	4,686	0	NA	0	NA	0	NA
30388-100	Metal Rolling	14	6,022	0	4,686	0	NA	0	NA	0	NA
30607-100	Magnetic Shielding	14	6,022	0	4,686	0	NA	0	NA	0	NA
44129-300	Art Therapy	14	6,022	0	4,686	0	NA	0	NA	0	NA
50150-100	Bells	14	6,022	0	4,686	0	NA	0	NA	0	NA
80363-000	Grommet	14	6,022	0	4,686	0	NA	0	NA	0	NA
80604-010	Respiratory Therapist	14	6,022	0	4,686	0	NA	0	NA	0	NA
00184-000	Oil Well Log Libraries	13	6,031	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
00221-000	Vermiculite	13	6,031	0	4,686	0	NA	0	NA	0	NA
30395-010	Water Meter Installation	13	6,031	0	4,686	0	NA	0	NA	0	NA
30493-000	Piston Ring	13	6,031	0	4,686	0	NA	0	NA	0	NA
30692-100	Thread Cutting	13	6,031	0	4,686	0	NA	0	NA	0	NA
50364-000	Jade Products	13	6,031	0	4,686	0	NA	0	NA	0	NA
60075-156	Naturalization Lawyer	13	6,031	0	4,686	0	NA	0	NA	0	NA
60401-000	Geographer	13	6,031	0	4,686	0	NA	0	NA	0	NA
60718-100	Puppet	13	6,031	0	4,686	0	NA	0	NA	0	NA
60749-100	Convention Reporters	13	6,031	0	4,686	0	NA	0	NA	0	NA
80188-000	Combs	13	6,031	0	4,686	0	NA	0	NA	0	NA
80250-000	Drill Press	13	6,031	0	4,686	0	NA	0	NA	0	NA
30392-000	Metalizing Equipment	12	6,043	0	4,686	0	NA	0	NA	0	NA
30449-100	Paper Cups	12	6,043	0	4,686	0	NA	0	NA	0	NA
32000-100	Cold Storage Doors	12	6,043	0	4,686	0	NA	0	NA	0	NA
50314-100	Carved Glass	12	6,043	0	4,686	0	NA	0	NA	0	NA
60469-300	Drywall Toxic Inspection	12	6,043	0	4,686	0	NA	0	NA	0	NA
60768-100	Safe Opening	12	6,043	0	4,686	0	NA	0	NA	0	NA
60900-100	Pesticide Training	12	6,043	0	4,686	0	NA	0	NA	0	NA
70570-000	Monorail	12	6,043	0	4,686	0	NA	0	NA	0	NA
80102-000	Box Openers	12	6,043	0	4,686	0	NA	0	NA	0	NA
80122-000	Burlap	12	6,043	0	4,686	0	NA	0	NA	0	NA
80559-000	Pipe and Boiler Covering Materials	12	6,043	0	4,686	0	NA	0	NA	0	NA
00155-105	Terraseeding	11	6,056	0	4,686	0	NA	0	NA	0	NA
30267-100	Glass Tubing	11	6,056	0	4,686	0	NA	0	NA	0	NA
30272-100	Industrial Towels	11	6,056	0	4,686	0	NA	0	NA	0	NA
50168-000	Coin Wrappers	11	6,056	0	4,686	0	NA	0	NA	0	NA
50521-000	Racket Restringing	11	6,056	0	4,686	0	NA	0	NA	0	NA
50636-100	Tape Recorder Service	11	6,056	0	4,686	0	NA	0	NA	0	NA
50637-000	Tape Recorder Parts	11	6,056	0	4,686	0	NA	0	NA	0	NA
60354-000	Experimental Work	11	6,056	0	4,686	0	NA	0	NA	0	NA
80233-000	Dehydrator	11	6,056	0	4,686	0	NA	0	NA	0	NA
80244-100	Drafting Equipment	11	6,056	0	4,686	0	NA	0	NA	0	NA
80725-000	Terra Cotta	11	6,056	0	4,686	0	NA	0	NA	0	NA
30071-000	Caissons	10	6,070	0	4,686	0	NA	0	NA	0	NA
30248-000	Fur Dresser	10	6,070	0	4,686	0	NA	0	NA	0	NA
30273-000	Gold Leaf	10	6,070	0	4,686	0	NA	0	NA	0	NA
30299-000	Incinerator Parts	10	6,070	0	4,686	0	NA	0	NA	0	NA
30554-030	Cable Railings	10	6,070	0	4,686	0	NA	0	NA	0	NA
30610-000	Shortening	10	6,070	0	4,686	0	NA	0	NA	0	NA
30636-000	Speed Reducer	10	6,070	0	4,686	0	NA	0	NA	0	NA
50116-000	Marine Buoys	10	6,070	0	4,686	0	NA	0	NA	0	NA
50524-000	Radio Direction Finder	10	6,070	0	4,686	0	NA	0	NA	0	NA
50579-000	Shoe Tree	10	6,070	0	4,686	0	NA	0	NA	0	NA
60400-000	Geochemist	10	6,070	0	4,686	0	NA	0	NA	0	NA
60971-050	BLS Certification	10	6,070	0	4,686	0	NA	0	NA	0	NA
80126-100	Butchering Equipment	10	6,070	0	4,686	0	NA	0	NA	0	NA
80186-000	Collapsible Tube	10	6,070	0	4,686	0	NA	0	NA	0	NA
80674-100	Wholesale Hot Tubs	10	6,070	0	4,686	0	NA	0	NA	0	NA
30290-000	Hygrometer	9	6,088	0	4,686	0	NA	0	NA	0	NA
30310-000	Jalousie	9	6,088	0	4,686	0	NA	0	NA	0	NA
30590-100	Sifting Equipment	9	6,088	0	4,686	0	NA	0	NA	0	NA
30597-000	Seismic Equipment	9	6,088	0	4,686	0	NA	0	NA	0	NA
30679-000	Tear Gas	9	6,088	0	4,686	0	NA	0	NA	0	NA
60048-000	Industrial Aprons	9	6,088	0	4,686	0	NA	0	NA	0	NA
60202-100	Crystal Repair	9	6,088	0	4,686	0	NA	0	NA	0	NA
60477-000	Jack Repair	9	6,088	0	4,686	0	NA	0	NA	0	NA
60841-000	Suicide Prevention Services	9	6,088	0	4,686	0	NA	0	NA	0	NA
80054-000	Zip Ties	9	6,088	0	4,686	0	NA	0	NA	0	NA
80355-000	Grain Exchange	9	6,088	0	4,686	0	NA	0	NA	0	NA
96000-600	Social Impact Funding	9	6,088	0	4,686	0	NA	0	NA	0	NA
10057-000	Flameproofing	8	6,100	0	4,686	0	NA	0	NA	0	NA
30036-000	Barometer	8	6,100	0	4,686	0	NA	0	NA	0	NA
30137-000	Cornice	8	6,100	0	4,686	0	NA	0	NA	0	NA
50325-000	Machine Guards	8	6,100	0	4,686	0	NA	0	NA	0	NA
50478-000	Pants	8	6,100	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
50622-000	Sundial	8	6,100	0	4,686	0	NA	0	NA	0	NA
50702-100	Vending Machine Parts	8	6,100	0	4,686	0	NA	0	NA	0	NA
80154-110	Check Verification	8	6,100	0	4,686	0	NA	0	NA	0	NA
80448-100	Logging Supplies	8	6,100	0	4,686	0	NA	0	NA	0	NA
30214-100	Fabric Laminating	7	6,110	0	4,686	0	NA	0	NA	0	NA
30471-000	Pennants	7	6,110	0	4,686	0	NA	0	NA	0	NA
50285-000	Funnel	7	6,110	0	4,686	0	NA	0	NA	0	NA
50307-000	Gavel	7	6,110	0	4,686	0	NA	0	NA	0	NA
50539-100	Freezer Repair	7	6,110	0	4,686	0	NA	0	NA	0	NA
60229-100	Color Matching Equipment	7	6,110	0	4,686	0	NA	0	NA	0	NA
60272-000	Criminologist	7	6,110	0	4,686	0	NA	0	NA	0	NA
80318-000	Folding Machine	7	6,110	0	4,686	0	NA	0	NA	0	NA
80456-100	Malt	7	6,110	0	4,686	0	NA	0	NA	0	NA
96000-800	Corporate Social Responsibility	7	6,110	0	4,686	0	NA	0	NA	0	NA
30394-000	Meteorological Instruments	6	6,121	0	4,686	0	NA	0	NA	0	NA
50532-000	Rayon Fabrics	6	6,121	0	4,686	0	NA	0	NA	0	NA
60730-100	Diminished Value Appraiser	6	6,121	0	4,686	0	NA	0	NA	0	NA
60971-200	ACLS Certification	6	6,121	0	4,686	0	NA	0	NA	0	NA
80245-100	Drapery Manufacturers	6	6,121	0	4,686	0	NA	0	NA	0	NA
80438-000	Linoleum Supplies	6	6,121	0	4,686	0	NA	0	NA	0	NA
10058-800	Underlayment Contractor	5	6,129	0	4,686	0	NA	0	NA	0	NA
20067-100	Bond Brokers	5	6,129	0	4,686	0	NA	0	NA	0	NA
30070-100	Tractor Cab	5	6,129	0	4,686	0	NA	0	NA	0	NA
30332-000	Latex Liquids	5	6,129	0	4,686	0	NA	0	NA	0	NA
30659-000	Swaging	5	6,129	0	4,686	0	NA	0	NA	0	NA
60229-000	Color Matching Service	5	6,129	0	4,686	0	NA	0	NA	0	NA
60303-100	Sample Distributing Services	5	6,129	0	4,686	0	NA	0	NA	0	NA
60313-000	Dusters	5	6,129	0	4,686	0	NA	0	NA	0	NA
80561-000	Pipe Joint Compound	5	6,129	0	4,686	0	NA	0	NA	0	NA
80790-000	Winding Machine	5	6,129	0	4,686	0	NA	0	NA	0	NA
30421-000	Nuclear Reactor Manufacturers	4	6,139	0	4,686	0	NA	0	NA	0	NA
30427-100	Animal Oil	4	6,139	0	4,686	0	NA	0	NA	0	NA
50003-010	Aircraft Lighting	4	6,139	0	4,686	0	NA	0	NA	0	NA
50683-100	Truck Shells	4	6,139	0	4,686	0	NA	0	NA	0	NA
55509-000	Missiles and Rockets	4	6,139	0	4,686	0	NA	0	NA	0	NA
60581-000	Motion Picture Laboratories	4	6,139	0	4,686	0	NA	0	NA	0	NA
70615-010	Air Taxi	4	6,139	0	4,686	0	NA	0	NA	0	NA
80067-100	Used Barrels	4	6,139	0	4,686	0	NA	0	NA	0	NA
80480-000	Metal Spinning Equipment	4	6,139	0	4,686	0	NA	0	NA	0	NA
80489-000	Microwave Oven Manufacturers	4	6,139	0	4,686	0	NA	0	NA	0	NA
87700-000	Beetle Repellent	4	6,139	0	4,686	0	NA	0	NA	0	NA
96000-500	Social Impact Facilitator	4	6,139	0	4,686	0	NA	0	NA	0	NA
00192-000	Ore	3	6,151	0	4,686	0	NA	0	NA	0	NA
10153-110	Saltwater Pool Equipment	3	6,151	0	4,686	0	NA	0	NA	0	NA
30026-000	Babbitt Metal	3	6,151	0	4,686	0	NA	0	NA	0	NA
30353-000	Lithographers Equipment	3	6,151	0	4,686	0	NA	0	NA	0	NA
50213-100	Doll Clothing	3	6,151	0	4,686	0	NA	0	NA	0	NA
60037-100	Waterslide	3	6,151	0	4,686	0	NA	0	NA	0	NA
60117-000	Bacteriologist	3	6,151	0	4,686	0	NA	0	NA	0	NA
60309-104	Electronic Logging Device	3	6,151	0	4,686	0	NA	0	NA	0	NA
80317-100	Sponge Rubber	3	6,151	0	4,686	0	NA	0	NA	0	NA
80364-120	Hair Nets	3	6,151	0	4,686	0	NA	0	NA	0	NA
80724-000	Tennis Stringing Machine	3	6,151	0	4,686	0	NA	0	NA	0	NA
20021-200	RV Insurance	2	6,163	0	4,686	0	NA	0	NA	0	NA
30082-100	Carbide Products	2	6,163	0	4,686	0	NA	0	NA	0	NA
30153-000	Dials	2	6,163	0	4,686	0	NA	0	NA	0	NA
30274-000	Gold Stamping	2	6,163	0	4,686	0	NA	0	NA	0	NA
30295-100	Liquid De-Icing	2	6,163	0	4,686	0	NA	0	NA	0	NA
30473-000	Perforating Machine	2	6,163	0	4,686	0	NA	0	NA	0	NA
30569-000	Rotogravure Printing	2	6,163	0	4,686	0	NA	0	NA	0	NA
30654-100	Strapping Machine	2	6,163	0	4,686	0	NA	0	NA	0	NA
50451-100	Tacks	2	6,163	0	4,686	0	NA	0	NA	0	NA
50561-100	Oil Seals	2	6,163	0	4,686	0	NA	0	NA	0	NA
50657-000	Tinware	2	6,163	0	4,686	0	NA	0	NA	0	NA
60075-010	Remote Deposition Services	2	6,163	0	4,686	0	NA	0	NA	0	NA

US & CANADA BBB 2021 STATISTICS

	Industry Classification	Inquiries	Rank by Inquiries	Complaints	Rank by Complaints	Cmpls Settled	%	Cmpls Not Settled	%	Cmpls Unable To Pursue	%
	TOTAL	206,369,141		1,273,022		1,004,759	79%	251,756	20%	16,507	1%
60235-020	Speech to Text Software	2	6,163	0	4,686	0	NA	0	NA	0	NA
61032-000	Encyclopedia and Book Sales by Mail	2	6,163	0	4,686	0	NA	0	NA	0	NA
70575-100	Paging Service	2	6,163	0	4,686	0	NA	0	NA	0	NA
80048-000	Autograph Supplies	2	6,163	0	4,686	0	NA	0	NA	0	NA
80087-000	Black Light Supplies	2	6,163	0	4,686	0	NA	0	NA	0	NA
80198-000	Concrete Vibrators	2	6,163	0	4,686	0	NA	0	NA	0	NA
00158-010	Flagstone	1	6,181	0	4,686	0	NA	0	NA	0	NA
20028-100	Umbrella Insurance	1	6,181	0	4,686	0	NA	0	NA	0	NA
30158-000	Dining Car	1	6,181	0	4,686	0	NA	0	NA	0	NA
30189-000	Electrotyper	1	6,181	0	4,686	0	NA	0	NA	0	NA
30468-000	Pattern Makers Supplies	1	6,181	0	4,686	0	NA	0	NA	0	NA
30475-000	Paper Perfuming	1	6,181	0	4,686	0	NA	0	NA	0	NA
30533-000	Foil Printing	1	6,181	0	4,686	0	NA	0	NA	0	NA
50146-000	Chalkboard	1	6,181	0	4,686	0	NA	0	NA	0	NA
50210-100	Dishwasher Supplies	1	6,181	0	4,686	0	NA	0	NA	0	NA
50544-120	Meat Substitutes	1	6,181	0	4,686	0	NA	0	NA	0	NA
50725-000	Waterbed Repair	1	6,181	0	4,686	0	NA	0	NA	0	NA
61007-100	AIDS Clinic	1	6,181	0	4,686	0	NA	0	NA	0	NA
70614-000	Tariff Bureaus	1	6,181	0	4,686	0	NA	0	NA	0	NA
80187-000	Collating Equipment	1	6,181	0	4,686	0	NA	0	NA	0	NA
80535-000	Pails	1	6,181	0	4,686	0	NA	0	NA	0	NA
85280-100	No Change	1	6,181	0	4,686	0	NA	0	NA	0	NA