

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%
30534-200	3D Printers	2,139	3,204	84	1,110	48	57%	35	42%	1	1%
60075-149	3rd Party Workers Compensation Lawyers	127	5,367	0	4,686	0	NA	0	NA	0	NA
89400-000	4 Wheel Drive Repair	333	4,811	8	2,809	5	63%	3	38%	0	NA
89400-100	4 Wheel Drive Service	888	4,029	7	2,903	6	86%	1	14%	0	NA
60001-000	Abortion Alternatives	417	4,641	0	4,686	0	NA	0	NA	0	NA
60002-000	Abortion Services	1,287	3,698	3	3,526	1	33%	2	67%	0	NA
10153-300	Above Ground Pools	13,323	1,540	51	1,402	41	80%	8	16%	2	4%
80001-000	Abrasives	2,601	3,046	2	3,770	1	50%	1	50%	0	NA
80002-000	Absorbents	511	4,476	0	4,686	0	NA	0	NA	0	NA
20001-000	Abstracters	5,675	2,309	8	2,809	5	63%	3	38%	0	NA
60788-300	Access Control Systems	31,528	936	29	1,813	17	59%	12	41%	0	NA
55647-000	Accessories	26,343	1,050	190	693	34	18%	151	79%	5	3%
85318-100	Accessory Dwelling Unit (ADU) Builder	470	4,543	0	4,686	0	NA	0	NA	0	NA
20020-000	Accident Insurance	46,564	698	95	1,039	74	78%	11	12%	10	11%
60003-000	Accident Reconstruction	2,699	3,021	2	3,770	0	NA	1	50%	1	50%
50798-000	Accordion	361	4,752	60	1,295	6	10%	3	5%	51	85%
60005-000	Accountant	185,538	208	248	577	162	65%	85	34%	1	0%
60005-101	Accounting	95,326	385	152	793	89	59%	61	40%	2	1%
80003-000	Accounting and Bookkeeping Machines	3,207	2,865	9	2,722	3	33%	6	67%	0	NA
30001-000	Accumulator	847	4,069	0	4,686	0	NA	0	NA	0	NA
80005-000	Acid	100	5,472	1	4,098	0	NA	1	100%	0	NA
80004-000	Acid Proof Materials	67	5,658	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
60191-100	Acoustic Ceiling Removal	344	4,793	0	4,686	0	NA	0	NA	0	NA
80006-000	Acoustic Material	1,611	3,465	1	4,098	1	100%	0	NA	0	NA
10025-100	Acoustical Ceiling Contractors	4,916	2,428	0	4,686	0	NA	0	NA	0	NA
10001-000	Acoustical Consultant	2,007	3,262	3	3,526	3	100%	0	NA	0	NA
60987-100	Acquisitions	2,772	2,999	5	3,160	5	100%	0	NA	0	NA
60306-000	Acting Classes	16,083	1,400	4	3,323	3	75%	1	25%	0	NA
30084-000	Activated Carbon	326	4,825	0	4,686	0	NA	0	NA	0	NA
60006-000	Actuary	820	4,092	2	3,770	0	NA	2	100%	0	NA
60008-000	Acupressure	293	4,895	0	4,686	0	NA	0	NA	0	NA
60007-000	Acupuncturist	14,479	1,472	7	2,903	3	43%	4	57%	0	NA
72400-000	Ad Word Sponsorship	81	5,571	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
30002-000	Addressing Plate Service	174	5,194	0	4,686	0	NA	0	NA	0	NA
80008-000	Adhesive	2,986	2,930	3	3,526	2	67%	1	33%	0	NA
80009-000	Adhesives and Gluing Equipment	531	4,451	2	3,770	0	NA	2	100%	0	NA
50069-200	Adjustable Beds	6,544	2,162	47	1,458	46	98%	1	2%	0	NA
20002-000	Adjuster	24,544	1,092	41	1,552	29	71%	12	29%	0	NA
60328-200	Administrative Assistant Employment	401	4,672	0	4,686	0	NA	0	NA	0	NA
60787-000	Administrative Services	96,311	382	496	353	310	63%	44	9%	142	29%
60009-000	Adoption Agencies	24,220	1,104	15	2,320	9	60%	6	40%	0	NA
60075-126	Adoption Attorney	965	3,961	1	4,098	1	100%	0	NA	0	NA
44002-000	Adult Care	4,204	2,578	9	2,722	4	44%	4	44%	1	11%
60283-000	Adult Day Care	16,020	1,407	4	3,323	2	50%	2	50%	0	NA
65037-000	Adult Entertainment	81,358	444	236	602	102	43%	121	51%	13	6%
61002-000	Adult Family Homes	43,872	730	36	1,644	18	50%	17	47%	1	3%
65135-000	Adult Foster Care	2,590	3,048	0	4,686	0	NA	0	NA	0	NA
65037-100	Adult Novelties	76,184	476	307	511	103	34%	199	65%	5	2%
90018-000	Advance Fee Brokers	67,911	516	133	860	23	17%	59	44%	51	38%
61057-000	Advance Fee Job Listing and Advisory Services	2,298	3,145	6	3,025	1	17%	4	67%	1	17%
65569-000	Advance Fee Modeling Agencies	8,309	1,945	4	3,323	0	NA	4	100%	0	NA
20050-200	Advance Fee Residential Loan Modification (CA)	3,299	2,824	24	1,950	1	4%	19	79%	4	17%
44000-000	Advertising	51,218	658	169	740	85	50%	75	44%	9	5%
60010-000	Advertising Agencies	104,344	345	176	722	124	70%	51	29%	1	1%
80128-000	Advertising Buttons	656	4,291	0	4,686	0	NA	0	NA	0	NA
80010-000	Advertising Specialties	81,198	446	331	480	285	86%	44	13%	2	1%
60011-000	Aerial Advertising	490	4,514	1	4,098	1	100%	0	NA	0	NA
00100-000	Aerial Applicators	1,272	3,707	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
00101-000	Aerial Patrol	118	5,407	0	4,686	0	NA	0	NA	0	NA
60656-000	Aerial Photographer	6,357	2,200	9	2,722	3	33%	6	67%	0	NA
60843-000	Aerial Surveyor	708	4,223	2	3,770	1	50%	1	50%	0	NA
80011-000	Aerosols	385	4,696	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%
30004-000	Aerospace Industry	7,186	2,076	6	3,025	3	50%	3	50%	0	NA
60026-000	Aerospace Research	1,251	3,719	1	4,098	0	NA	1	100%	0	NA
60473-700	Affiliate Marketing	26,158	1,051	7	2,903	5	71%	2	29%	0	NA
50799-000	Agate	121	5,392	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
00102-000	Agricultural Consultant	2,509	3,079	0	4,686	0	NA	0	NA	0	NA
00103-000	Agricultural Services	16,090	1,399	15	2,320	13	87%	2	13%	0	NA
05103-000	Agricultural Waste Management	1,093	3,844	5	3,160	1	20%	4	80%	0	NA
44001-000	Agriculture	3,389	2,799	6	3,025	6	100%	0	NA	0	NA
60075-137	Agriculture Attorney	102	5,460	1	4,098	1	100%	0	NA	0	NA
61007-100	AIDS Clinic	1	6,181	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
70516-000	Air Ambulance Service	9,225	1,844	22	2,016	15	68%	7	32%	0	NA
10002-000	Air Balancing	1,514	3,536	2	3,770	0	NA	2	100%	0	NA
80012-000	Air Brushes	146	5,287	1	4,098	0	NA	0	NA	1	100%
70501-000	Air Cargo	7,508	2,039	39	1,589	20	51%	18	46%	1	3%
50256-000	Air Cleaning Equipment	7,003	2,100	25	1,919	24	96%	1	4%	0	NA
80190-100	Air Compressors	7,268	2,067	16	2,278	7	44%	9	56%	0	NA
60028-000	Air Conditioning Cleaning	7,000	2,102	10	2,635	5	50%	5	50%	0	NA
10003-000	Air Conditioning Contractor	1,250,489	26	2,089	116	1,689	81%	372	18%	28	1%
50001-000	Air Conditioning Equipment	17,219	1,353	186	702	144	77%	41	22%	1	1%
80014-000	Air Conditioning Parts	17,513	1,332	68	1,229	42	62%	26	38%	0	NA
60027-000	Air Conditioning Repair	82,491	438	168	741	110	65%	54	32%	4	2%
70502-000	Air Courier Service	1,519	3,527	1	4,098	1	100%	0	NA	0	NA
10004-000	Air Curtains	272	4,940	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
60312-100	Air Duct Cleaning	121,456	305	284	539	102	36%	148	52%	34	12%
60312-300	Air Duct Restoration	1,002	3,937	1	4,098	0	NA	1	100%	0	NA
60312-200	Air Duct System	3,912	2,651	5	3,160	1	20%	4	80%	0	NA
30222-000	Air Filters	11,046	1,684	38	1,608	30	79%	8	21%	0	NA
30005-000	Air Fragrance	2,094	3,216	11	2,554	9	82%	2	18%	0	NA
50326-200	Air Gun	14,090	1,497	25	1,919	14	56%	11	44%	0	NA
80015-000	Air Motor	48	5,776	0	4,686	0	NA	0	NA	0	NA
30764-000	Air Pollution Control	1,132	3,814	2	3,770	0	NA	2	100%	0	NA
80016-000	Air Pollution Measuring Equipment	386	4,694	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
80013-000	Air Purification Systems	77,382	469	154	789	111	72%	40	26%	3	2%
30764-100	Air Quality Services	9,806	1,788	11	2,554	8	73%	3	27%	0	NA
60433-100	Air Sealing	181	5,168	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
60103-200	Airbag Repair	1,021	3,919	6	3,025	2	33%	4	67%	0	NA
50002-000	Aircraft Brokers	2,242	3,171	3	3,526	2	67%	1	33%	0	NA
70504-000	Aircraft Charter	10,457	1,729	72	1,194	11	15%	61	85%	0	NA
70508-100	Aircraft Cleaning	547	4,429	0	4,686	0	NA	0	NA	0	NA
50003-000	Aircraft Dealers	2,659	3,033	1	4,098	0	NA	1	100%	0	NA
30006-000	Aircraft Engines	2,499	3,082	4	3,323	0	NA	3	75%	1	25%
70503-000	Aircraft Equipment Testing	1,325	3,667	7	2,903	1	14%	6	86%	0	NA
70505-000	Aircraft Ferry	722	4,208	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
80017-000	Aircraft Ground Support	847	4,069	0	4,686	0	NA	0	NA	0	NA
70504-200	Aircraft Lease	91	5,526	1	4,098	0	NA	1	100%	0	NA
50003-010	Aircraft Lighting	4	6,139	0	4,686	0	NA	0	NA	0	NA
70508-000	Aircraft Maintenance	8,177	1,958	31	1,760	11	35%	7	23%	13	42%
30007-000	Aircraft Manufacturers	1,911	3,306	5	3,160	0	NA	5	100%	0	NA
30008-000	Aircraft Rebuilding	188	5,146	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
80020-000	Aircraft Salvage	40	5,833	0	4,686	0	NA	0	NA	0	NA
70506-000	Aircraft School	1,883	3,319	7	2,903	4	57%	3	43%	0	NA
70509-000	Aircraft Storage	161	5,249	0	4,686	0	NA	0	NA	0	NA
80018-000	Aircraft Tools	1,379	3,626	3	3,526	0	NA	3	100%	0	NA
70510-000	Aircraft Upholstery	487	4,520	0	4,686	0	NA	0	NA	0	NA
70512-000	Airline Ticket Agency	39,165	789	484	361	340	70%	118	24%	26	5%
60031-000	Airline Training	8,457	1,932	2	3,770	0	NA	2	100%	0	NA
70511-000	Airlines	105,819	341	11,848	20	9,603	81%	2,147	18%	98	1%
85339-000	Airplane Hangar	298	4,883	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%
80019-000	Airplane Parts	8,078	1,967	13	2,427	4	31%	9	69%	0	NA
44003-000	Airplanes	458	4,564	4	3,323	3	75%	1	25%	0	NA
70514-000	Airport	4,427	2,536	14	2,374	5	36%	9	64%	0	NA
60032-000	Airport Designer	91	5,526	1	4,098	0	NA	1	100%	0	NA
80021-000	Airport Equipment	361	4,752	0	4,686	0	NA	0	NA	0	NA
60640-100	Airport Parking Reservations	4,449	2,529	42	1,531	23	55%	15	36%	4	10%
70513-000	Airport Transportation	11,826	1,631	45	1,483	22	49%	23	51%	0	NA
50004-000	Album	1,787	3,369	6	3,025	1	17%	5	83%	0	NA
65311-100	Alcohol Testing	126	5,373	0	4,686	0	NA	0	NA	0	NA
72101-000	Alcoholic Beverage Service	7,247	2,069	61	1,284	54	89%	5	8%	2	3%
60033-000	Alcoholism Information	9,501	1,819	18	2,185	8	44%	10	56%	0	NA
60033-100	Alcoholism Treatment	3,234	2,850	4	3,323	1	25%	2	50%	1	25%
00104-000	Alfalfa Products	295	4,889	0	4,686	0	NA	0	NA	0	NA
60670-000	Allergist	5,541	2,325	24	1,950	16	67%	8	33%	0	NA
80022-000	Alloys	636	4,315	2	3,770	1	50%	1	50%	0	NA
85346-000	Alternative Medicine	27,430	1,028	54	1,360	41	76%	12	22%	1	2%
60035-000	Alternator Repair	7,134	2,090	13	2,427	4	31%	6	46%	3	23%
50006-000	Alternators	4,561	2,505	5	3,160	4	80%	1	20%	0	NA
80023-000	Aluminum	8,719	1,898	17	2,233	13	76%	4	24%	0	NA
30009-000	Aluminum Fabrication	17,786	1,315	16	2,278	14	88%	2	13%	0	NA
80024-000	Aluminum Products	10,469	1,728	9	2,722	5	56%	4	44%	0	NA
60758-100	Alzheimer Treatment	1,243	3,730	2	3,770	1	50%	1	50%	0	NA
70515-000	Ambulance Services	50,879	660	368	446	314	85%	53	14%	1	0%
50007-000	Ammunition	135,342	263	317	496	205	65%	105	33%	7	2%
44004-000	Ammunition & Weapons	17,415	1,341	124	892	57	46%	61	49%	6	5%
50009-000	Ammunition Reloading	3,238	2,848	2	3,770	1	50%	1	50%	0	NA
50008-000	Ammunition Supplies	50,845	661	198	673	44	22%	123	62%	31	16%
50010-000	Amplifier	3,482	2,769	23	1,978	23	100%	0	NA	0	NA
60036-000	Amusement Devices	3,463	2,779	9	2,722	3	33%	5	56%	1	11%
30012-000	Amusement Park Equipment	1,249	3,722	3	3,526	3	100%	0	NA	0	NA
60037-000	Amusement Parks	60,821	566	1,894	126	1,488	79%	391	21%	15	1%
60197-000	Analytical Chemist	745	4,177	1	4,098	1	100%	0	NA	0	NA
60671-000	Anesthesiologist	22,703	1,146	143	818	85	59%	52	36%	6	4%
00108-000	Animal Artificial Insemination	3,225	2,855	0	4,686	0	NA	0	NA	0	NA
85332-000	Animal Breeding	60,360	572	84	1,110	52	62%	28	33%	4	5%
70517-300	Animal Food Manufacturer	539	4,436	0	4,686	0	NA	0	NA	0	NA
00106-000	Animal Health Products	16,097	1,398	83	1,121	39	47%	44	53%	0	NA
00107-000	Animal Hospital	97,372	376	642	293	548	85%	94	15%	0	NA
00109-000	Animal Identification	15,556	1,426	25	1,919	17	68%	8	32%	0	NA
30427-100	Animal Oil	4	6,139	0	4,686	0	NA	0	NA	0	NA
00109-100	Animal Registration	7,754	2,011	24	1,950	14	58%	10	42%	0	NA
70517-000	Animal Removal	22,566	1,153	41	1,552	22	54%	19	46%	0	NA
00110-101	Animal Rescue	43,287	736	53	1,371	31	58%	21	40%	1	2%
00110-000	Animal Shelter	42,789	740	52	1,381	30	58%	21	40%	1	2%
70517-100	Animal Trapping	17,207	1,354	24	1,950	19	79%	5	21%	0	NA
60038-000	Animation Mechanics	616	4,337	5	3,160	2	40%	3	60%	0	NA
20033-000	Annuity	17,267	1,348	21	2,054	19	90%	1	5%	1	5%
80027-000	Anode	18	5,985	0	4,686	0	NA	0	NA	0	NA
80028-000	Anodizing	502	4,489	0	4,686	0	NA	0	NA	0	NA
60932-000	Answering Service	14,219	1,488	37	1,628	32	86%	5	14%	0	NA
50013-000	Antenna	8,900	1,877	85	1,104	48	56%	37	44%	0	NA
30013-000	Anti-Fogging Compounds	62	5,684	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
60046-000	Antique Appraisal	3,143	2,889	4	3,323	2	50%	1	25%	1	25%
80041-400	Antique Auto Parts	7,160	2,084	83	1,121	80	96%	3	4%	0	NA
50014-000	Antique Dealers	45,663	708	47	1,458	36	77%	11	23%	0	NA
50015-000	Antique Reproduction	2,162	3,195	3	3,526	2	67%	1	33%	0	NA
60039-000	Antique Restoration	6,397	2,195	7	2,903	6	86%	1	14%	0	NA
55547-000	Antiques	7,444	2,046	34	1,691	13	38%	19	56%	2	6%
60235-040	Antivirus software	1,847	3,343	22	2,016	21	95%	1	5%	0	NA
60040-000	Apartment Rental Service	107,637	333	410	411	247	60%	161	39%	2	0%
60041-000	Apartment Share	1,462	3,560	5	3,160	0	NA	5	100%	0	NA
60042-000	Apartments	736,345	38	8,259	27	4,516	55%	3,643	44%	100	1%
96000-910	Apostille	320	4,837	5	3,160	1	20%	4	80%	0	NA
30216-000	Apparel Fasteners	1,254	3,716	6	3,025	3	50%	3	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%
60075-115	Appellate Attorney	3,484	2,767	1	4,098	1	100%	0	NA	0	NA
60043-100	Appliance Installation	27,946	1,022	60	1,295	26	43%	30	50%	4	7%
50766-000	Appliance Rental	8,363	1,938	44	1,500	32	73%	12	27%	0	NA
44006-100	Appliance Repair	223,332	161	1,408	161	495	35%	850	60%	63	4%
44006-000	Appliances	89,584	408	2,707	92	2,396	89%	283	10%	28	1%
60932-100	Appointment Setting Service	1,837	3,349	9	2,722	7	78%	2	22%	0	NA
66000-000	Appraisal Management	10,691	1,711	13	2,427	7	54%	6	46%	0	NA
60045-000	Appraiser	58,270	590	91	1,057	63	69%	27	30%	1	1%
60047-000	Apprenticeship Programs	853	4,064	0	4,686	0	NA	0	NA	0	NA
50020-000	Aprons	136	5,333	1	4,098	1	100%	0	NA	0	NA
00111-000	Aquaculture	1,031	3,909	4	3,323	3	75%	1	25%	0	NA
50021-000	Aquarium Dealers	15,442	1,431	44	1,500	27	61%	17	39%	0	NA
60049-000	Aquarium Maintenance	2,115	3,209	6	3,025	2	33%	4	67%	0	NA
80031-000	Aquarium Manufacturers	17,478	1,336	5	3,160	3	60%	2	40%	0	NA
88600-000	Aquatic Rescue	139	5,318	1	4,098	1	100%	0	NA	0	NA
60075-153	Arbitration Lawyers	1,441	3,576	5	3,160	4	80%	1	20%	0	NA
60051-000	Arbitration Services	10,387	1,735	25	1,919	24	96%	1	4%	0	NA
60052-000	Arboretums	79	5,582	0	4,686	0	NA	0	NA	0	NA
60052-100	Arborist	27,402	1,032	18	2,185	8	44%	10	56%	0	NA
10177-103	Arbors	3,518	2,754	15	2,320	9	60%	6	40%	0	NA
60927-010	Arcade	2,556	3,063	15	2,320	6	40%	8	53%	1	7%
30240-010	Arch Supports	14,764	1,458	24	1,950	23	96%	1	4%	0	NA
60053-000	Archaeologist	423	4,629	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
50022-000	Archery Equipment	8,251	1,951	21	2,054	7	33%	14	67%	0	NA
60055-000	Archery Range	570	4,402	1	4,098	0	NA	1	100%	0	NA
50022-100	Archery Supplies	275	4,937	3	3,526	2	67%	1	33%	0	NA
60057-000	Architect	90,102	405	55	1,350	26	47%	29	53%	0	NA
60470-200	Architectural Designer	10,921	1,695	25	1,919	14	56%	11	44%	0	NA
60056-000	Architectural Specs	4,411	2,541	6	3,025	2	33%	4	67%	0	NA
50023-000	Architectural Supplies	613	4,343	0	4,686	0	NA	0	NA	0	NA
60831-000	Arena	3,491	2,764	33	1,712	11	33%	22	67%	0	NA
60058-000	Armature Service	307	4,860	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
44007-000	Armor	562	4,413	2	3,770	1	50%	1	50%	0	NA
30015-000	Armored Car Manufacturers	394	4,683	1	4,098	1	100%	0	NA	0	NA
60059-000	Armored Car Services	4,273	2,567	10	2,635	4	40%	6	60%	0	NA
30765-000	Armory	5,082	2,396	34	1,691	14	41%	19	56%	1	3%
50024-000	Army Gear	4,186	2,581	39	1,589	6	15%	33	85%	0	NA
76000-000	Aromatherapy	28,854	996	92	1,056	28	30%	64	70%	0	NA
50025-000	Art	33,025	901	161	761	69	43%	83	52%	9	6%
44008-000	Art and Culture	1,811	3,358	12	2,487	5	42%	7	58%	0	NA
50026-100	Art Conservation	121	5,392	0	4,686	0	NA	0	NA	0	NA
60060-000	Art Consultant	24,922	1,084	32	1,730	22	69%	10	31%	0	NA
60060-010	Art Dealers	2,356	3,129	13	2,427	7	54%	6	46%	0	NA
60060-020	Art Gallery	7,597	2,031	40	1,571	25	63%	14	35%	1	3%
60061-000	Art Identification	75	5,606	0	4,686	0	NA	0	NA	0	NA
60063-000	Art Organizations	1,545	3,511	20	2,098	8	40%	12	60%	0	NA
50026-000	Art Restoration	3,145	2,887	5	3,160	4	80%	0	NA	1	20%
60062-000	Art Schools	4,536	2,511	12	2,487	9	75%	3	25%	0	NA
50027-000	Art Supplies	17,488	1,334	82	1,131	44	54%	34	41%	4	5%
44129-300	Art Therapy	14	6,022	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
50028-000	Artificial Flowers	5,647	2,313	81	1,136	78	96%	2	2%	1	1%
50029-000	Artificial Food	271	4,942	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
00156-100	Artificial Landscape Rocks	1,162	3,795	11	2,554	0	NA	11	100%	0	NA
30345-000	Artificial Leather	17	5,993	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
50028-100	Artificial Plants	263	4,962	2	3,770	1	50%	1	50%	0	NA
50028-200	Artificial Trees	171	5,210	1	4,098	0	NA	1	100%	0	NA
30020-000	Artificial Turf	27,763	1,024	63	1,266	34	54%	29	46%	0	NA
80156-100	Artisanal Cheese	207	5,098	0	4,686	0	NA	0	NA	0	NA
60064-000	Artist Agent	6,485	2,178	78	1,151	76	97%	2	3%	0	NA
55527-000	Artists	2,822	2,978	17	2,233	8	47%	8	47%	1	6%

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%
30022-000	Asbestos Products	349	4,781	0	4,686	0	NA	0	NA	0	NA
10005-000	Asbestos Removal	44,747	720	12	2,487	6	50%	0	50%	0	NA
60067-000	Asbestos Testing	8,119	1,962	0	4,686	0	NA	0	NA	0	NA
30023-000	Asphalt	124,842	299	245	585	92	38%	140	57%	13	5%
80032-000	Asphalt Equipment	1,357	3,642	1	4,098	0	NA	1	100%	0	NA
80032-100	Asphalt Repair	3,760	2,682	24	1,950	3	13%	20	83%	1	4%
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
60069-000	Assembly Services	7,632	2,027	15	2,320	10	67%	5	33%	0	NA
20053-210	Asset Based Lending	2,777	2,996	16	2,278	1	6%	15	94%	0	NA
71300-000	Asset Evaluation	4,527	2,513	5	3,160	3	60%	2	40%	0	NA
71300-010	Asset Management	3,506	2,759	9	2,722	6	67%	3	33%	0	NA
71300-100	Asset Recovery	10,379	1,737	23	1,978	5	22%	17	74%	1	4%
44009-000	Assets	1,773	3,378	7	2,903	5	71%	2	29%	0	NA
61002-100	Assisted Living Facilities	49,479	674	77	1,155	43	56%	34	44%	0	NA
60070-000	Association Management	93,646	392	428	397	364	85%	60	14%	4	1%
80502-100	Association Publications	29	5,905	0	4,686	0	NA	0	NA	0	NA
60071-000	Associations	109,477	325	261	563	216	83%	29	11%	16	6%
60072-000	Astrologer	3,042	2,913	1	4,098	0	NA	1	100%	0	NA
80034-000	Astronomy Tools	106	5,444	0	4,686	0	NA	0	NA	0	NA
55100-000	Athletic Apparel	34,549	871	232	607	123	53%	104	45%	5	2%
60831-200	Athletic Field	130	5,357	0	4,686	0	NA	0	NA	0	NA
60073-000	Athletic Organizations	37,482	818	278	545	199	72%	77	28%	2	1%
50249-100	Attic Fan	1,169	3,790	1	4,098	1	100%	0	NA	0	NA
60077-000	Attorney Advertising	6,488	2,175	10	2,635	6	60%	3	30%	1	10%
60076-000	Attorney Service Bureau	4,180	2,582	8	2,809	4	50%	4	50%	0	NA
50005-000	ATV	97,134	379	469	369	249	53%	203	43%	17	4%
60088-100	Auction Supplies	1,777	3,376	3	3,526	0	NA	3	100%	0	NA
60088-000	Auctioneer	170,796	225	368	446	275	75%	90	24%	3	1%
50030-000	Audio Visual Equipment	60,305	574	544	337	454	83%	82	15%	8	1%
60091-000	Audio Visual Equipment Rental	3,917	2,649	0	4,686	0	NA	0	NA	0	NA
60092-000	Audio Visual Equipment Repair	5,402	2,341	24	1,950	10	42%	14	58%	0	NA
50031-000	Audio Visual Equipment Supplies	2,825	2,977	14	2,374	6	43%	8	57%	0	NA
80036-000	Audio Visual Equipment Wholesale	2,658	3,035	74	1,183	37	50%	37	50%	0	NA
60089-000	Audiologist	20,080	1,224	88	1,083	84	95%	4	5%	0	NA
80035-000	Audiometer	141	5,309	0	4,686	0	NA	0	NA	0	NA
60090-000	Audio-Visual Consultant	15,994	1,411	30	1,782	27	90%	3	10%	0	NA
60093-000	Audio-Visual Production Services	12,698	1,576	23	1,978	8	35%	15	65%	0	NA
80037-000	Auditory Training Equipment	73	5,623	0	4,686	0	NA	0	NA	0	NA
85273-200	Autism Therapy	5,821	2,293	7	2,903	4	57%	3	43%	0	NA
44010-000	Auto	41,075	761	292	525	137	47%	151	52%	4	1%
60095-100	Auto Accessories	125,785	294	955	213	611	64%	333	35%	11	1%
60000-000	Auto Air Conditioning	8,833	1,885	25	1,919	17	68%	8	32%	0	NA
50033-000	Auto Air Conditioning Equipment	2,963	2,940	5	3,160	3	60%	2	40%	0	NA
50034-000	Auto Alarms	15,026	1,445	64	1,259	25	39%	39	61%	0	NA
50035-000	Auto Appraiser	21,131	1,205	26	1,899	23	88%	2	8%	1	4%
80038-000	Auto Auction	75,421	478	271	553	153	56%	116	43%	2	1%
60094-000	Auto Body Repair and Painting	698,654	43	1,705	138	990	58%	706	41%	9	1%
80039-000	Auto Body Shop Equipment	18,188	1,297	38	1,608	9	24%	29	76%	0	NA
80043-100	Auto Boosting Services	795	4,117	8	2,809	3	38%	5	63%	0	NA
50032-000	Auto Brokers	40,345	773	96	1,026	59	61%	37	39%	0	NA
50183-200	Auto Consignment	2,924	2,946	12	2,487	0	NA	12	100%	0	NA
60095-000	Auto Customization	59,004	585	175	728	99	57%	73	42%	3	2%
60096-000	Auto Detailing	152,127	244	420	405	178	42%	226	54%	16	4%
60097-000	Auto Diagnosis	19,658	1,247	122	902	108	89%	14	11%	0	NA
30024-010	Auto Distributor	1,204	3,763	20	2,098	12	60%	8	40%	0	NA
50041-000	Auto Electric Equipment	7,132	2,091	30	1,782	18	60%	12	40%	0	NA
60098-000	Auto Electric Service	12,187	1,605	26	1,899	19	73%	7	27%	0	NA
60106-100	Auto Emissions Testing	1,260	3,712	7	2,903	5	71%	2	29%	0	NA
55504-000	Auto Equipment	6,142	2,235	20	2,098	1	5%	19	95%	0	NA
80046-000	Auto Equipment Manufacturers	7,610	2,030	16	2,278	2	13%	14	88%	0	NA
20013-100	Auto Financing	121,620	304	652	287	613	94%	38	6%	1	0%
50042-000	Auto Floor Mats	9,477	1,821	30	1,782	23	77%	7	23%	0	NA
50006-100	Auto Generators	655	4,292	1	4,098	0	NA	1	100%	0	NA
60100-000	Auto Inspection Stations	8,878	1,880	28	1,838	16	57%	12	43%	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%
20021-000	Auto Insurance	236,913	155	1,401	162	1,257	90%	138	10%	6	0%
60988-000	Auto Listing Service	66,450	523	139	835	120	86%	19	14%	0	NA
20047-201	Auto Loan Modification	11,489	1,648	26	1,899	24	92%	2	8%	0	NA
60997-100	Auto Lube	26,660	1,045	526	345	427	81%	99	19%	0	NA
60101-000	Auto Machine Shop	16,388	1,389	24	1,950	8	33%	15	63%	1	4%
60107-700	Auto Maintenance	82,570	436	368	446	148	40%	214	58%	6	2%
60112-400	Auto Maintenance Plans	794	4,118	1	4,098	1	100%	0	NA	0	NA
80040-000	Auto Manufacturer Equipment	9,106	1,856	53	1,371	36	68%	16	30%	1	2%
30024-000	Auto Manufacturers	89,209	410	3,779	73	3,129	83%	648	17%	2	0%
80046-100	Auto Metal Manufacturers	410	4,657	1	4,098	0	NA	1	100%	0	NA
55528-000	Auto Parts	187,171	206	1,663	145	972	58%	661	40%	30	2%
87500-000	Auto Registration	25,325	1,073	190	693	137	72%	49	26%	4	2%
60102-000	Auto Renting and Leasing	283,323	120	9,864	24	8,372	85%	1,478	15%	14	0%
60103-000	Auto Repair	1,875,306	11	7,663	31	4,477	58%	3,098	40%	88	1%
60172-112	Auto Repair Consultants	5,102	2,391	28	1,838	9	32%	18	64%	1	4%
80045-000	Auto Repair Equipment	12,728	1,573	32	1,730	20	63%	12	38%	0	NA
85357-000	Auto Repair Referral	9,522	1,815	77	1,155	74	96%	3	4%	0	NA
85347-000	Auto Salvage	43,488	733	62	1,276	26	42%	35	56%	1	2%
60112-200	Auto Service Contract Companies	633,157	51	2,621	95	2,474	94%	124	5%	23	1%
60997-000	Auto Services	305,085	105	1,471	155	1,116	76%	344	23%	11	1%
60106-000	Auto Smog Inspection	6,255	2,219	40	1,571	15	38%	25	63%	0	NA
60110-000	Auto Transportation	388,681	86	581	317	428	74%	150	26%	3	1%
60108-000	Auto Upholstery	27,739	1,025	49	1,423	17	35%	31	63%	1	2%
60112-300	Auto Warranty Plans	298,179	110	1,820	131	1,281	70%	395	22%	144	8%
60112-000	Auto Warranty Processing	130,586	273	656	283	618	94%	18	3%	20	3%
60112-100	Auto Warranty Services	125,586	295	545	334	325	60%	159	29%	61	11%
60988-100	Auto Wholesale	1,538	3,517	10	2,635	5	50%	5	50%	0	NA
80047-000	Auto Wrecking	27,133	1,035	126	888	66	52%	59	47%	1	1%
50046-000	Autograph Dealer	16,853	1,370	19	2,141	9	47%	10	53%	0	NA
80048-000	Autograph Supplies	2	6,163	0	4,686	0	NA	0	NA	0	NA
80049-000	Automated Teller Machine	7,495	2,042	25	1,919	18	72%	7	28%	0	NA
50221-102	Automatic Door Installation	27	5,914	0	4,686	0	NA	0	NA	0	NA
60113-000	Automation Consultants	2,980	2,932	7	2,903	4	57%	3	43%	0	NA
80050-000	Automation Equipment	11,810	1,632	149	805	114	77%	35	23%	0	NA
80050-100	Automation Systems	3,258	2,841	19	2,141	0	NA	19	100%	0	NA
50032-100	Automobile Purchasing Consultant	13,673	1,517	56	1,340	51	91%	5	9%	0	NA
60096-100	Automobile Reconditioned Detailing	2,826	2,976	3	3,526	3	100%	0	NA	0	NA
80536-100	Automotive Paint	9,028	1,862	32	1,730	8	25%	24	75%	0	NA
60114-000	Aviation Consultants	1,996	3,266	2	3,770	0	NA	2	100%	0	NA
20024-000	Aviation Insurance	444	4,592	1	4,098	1	100%	0	NA	0	NA
65114-000	Aviation Services	8,566	1,914	9	2,722	4	44%	5	56%	0	NA
86000-000	Awards	7,403	2,050	9	2,722	3	33%	5	56%	1	11%
50047-000	Awnings	81,198	446	210	645	147	70%	62	30%	1	0%
60951-100	Axle Repair	177	5,184	1	4,098	0	NA	0	NA	1	100%
30025-000	Axles	595	4,366	1	4,098	0	NA	1	100%	0	NA
30026-000	Babbitt Metal	3	6,151	0	4,686	0	NA	0	NA	0	NA
60115-000	Baby Accessories	60,316	573	691	272	461	67%	224	32%	6	1%
80051-000	Baby Accessories Wholesale	6,233	2,223	32	1,730	30	94%	2	6%	0	NA
50048-100	Baby Car Seats	3,508	2,757	31	1,760	28	90%	3	10%	0	NA
50049-000	Baby Food	3,571	2,740	30	1,782	7	23%	11	37%	12	40%
50050-000	Baby Formula Service	169	5,213	0	4,686	0	NA	0	NA	0	NA
60115-010	Baby Services	2,931	2,944	38	1,608	11	29%	27	71%	0	NA
60116-000	Baby Shoe Preservation	37	5,847	0	4,686	0	NA	0	NA	0	NA
50048-000	Baby Strollers	8,583	1,910	29	1,813	19	66%	10	34%	0	NA
85372-000	Backflow Prevention Devices	4,635	2,482	0	4,686	0	NA	0	NA	0	NA
85337-000	Backflow Testing	6,856	2,121	3	3,526	2	67%	1	33%	0	NA
85293-020	Background Checks	31,307	938	261	563	257	98%	4	2%	0	NA
70524-200	Backpacks	1,052	3,886	7	2,903	1	14%	4	57%	2	29%
80052-000	Bacteria Control	43	5,810	0	4,686	0	NA	0	NA	0	NA
60117-000	Bacteriologist	3	6,151	0	4,686	0	NA	0	NA	0	NA
30029-000	Badge Supplies	444	4,592	1	4,098	0	NA	1	100%	0	NA
30028-000	Badges	760	4,157	0	4,686	0	NA	0	NA	0	NA
60118-000	Badminton Court	93	5,512	14	2,374	2	14%	12	86%	0	NA
80053-000	Bag Making Machinery	283	4,921	1	4,098	0	NA	1	100%	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%
60119-000	Bail Bonds	42,493	744	123	897	34	28%	20	16%	69	56%
60120-000	Bakers Equipment Repair	92	5,517	0	4,686	0	NA	0	NA	0	NA
30034-010	Bakery	22,388	1,160	198	673	101	51%	95	48%	2	1%
30033-000	Baking Equipment	726	4,202	1	4,098	1	100%	0	NA	0	NA
30439-000	Baking Oven	1,580	3,485	15	2,320	5	33%	10	67%	0	NA
30034-000	Baking Supplies	4,559	2,507	16	2,278	7	44%	8	50%	1	6%
80056-000	Balancing Equipment	49	5,768	0	4,686	0	NA	0	NA	0	NA
80057-000	Balancing Service	182	5,163	1	4,098	1	100%	0	NA	0	NA
80058-000	Baling Equipment	57	5,715	0	4,686	0	NA	0	NA	0	NA
60121-000	Ballistics Expert	152	5,268	1	4,098	1	100%	0	NA	0	NA
70519-000	Balloons Manned	2,855	2,966	22	2,016	10	45%	11	50%	1	5%
60122-000	Ballroom	1,238	3,736	4	3,323	1	25%	3	75%	0	NA
60278-200	Ballroom Dance Classes	1,282	3,702	1	4,098	0	NA	1	100%	0	NA
50054-000	Bamboo Products	1,145	3,805	4	3,323	1	25%	3	75%	0	NA
61092-010	Band	143	5,300	1	4,098	1	100%	0	NA	0	NA
61092-100	Band Competitions	34	5,862	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
20003-000	Bank	754,136	36	19,242	8	18,751	97%	481	2%	10	0%
80061-000	Bank Equipment	3,465	2,778	6	3,025	2	33%	4	67%	0	NA
80061-100	Bank Supplies	43	5,810	0	4,686	0	NA	0	NA	0	NA
20003-100	Banking Services	65,060	534	3,889	66	3,789	97%	93	2%	7	0%
60075-116	Bankruptcy and Tax Attorney	1,516	3,532	1	4,098	1	100%	0	NA	0	NA
65077-000	Bankruptcy Assistance	7,275	2,065	15	2,320	5	33%	8	53%	2	13%
60075-112	Bankruptcy Attorney	66,968	522	142	823	51	36%	90	63%	1	1%
65078-000	Bankruptcy Counseling	2,840	2,970	7	2,903	5	71%	2	29%	0	NA
50269-100	Banners	829	4,082	5	3,160	4	80%	1	20%	0	NA
50055-000	Banquet Facilities	19,585	1,252	124	892	52	42%	67	54%	5	4%
50643-000	Bar	30,006	961	89	1,075	31	35%	56	63%	2	2%
30035-100	Bar Accessories	1,305	3,682	39	1,589	2	5%	37	95%	0	NA
60123-000	Bar Coding	7,986	1,981	20	2,098	12	60%	8	40%	0	NA
30035-000	Bar Manufacturers	1,297	3,689	23	1,978	13	57%	10	43%	0	NA
80062-000	Bar Supplies	1,536	3,519	2	3,770	0	NA	2	100%	0	NA
50056-000	Barbecue	5,999	2,268	71	1,205	63	89%	8	11%	0	NA
60125-000	Barber	36,241	837	71	1,205	23	32%	46	65%	2	3%
80063-000	Barber Equipment	1,748	3,392	30	1,782	2	7%	28	93%	0	NA
60124-000	Barber School	4,900	2,431	15	2,320	9	60%	6	40%	0	NA
80063-100	Barber Supplies	682	4,253	2	3,770	1	50%	1	50%	0	NA
70520-000	Barge Lines	624	4,327	1	4,098	1	100%	0	NA	0	NA
10177-102	Barn Construction	23,561	1,121	35	1,665	18	51%	14	40%	3	9%
80064-000	Barn Supplies	1,314	3,673	6	3,025	4	67%	2	33%	0	NA
80064-010	Barndominium	678	4,259	1	4,098	0	NA	1	100%	0	NA
30036-000	Barometer	8	6,100	0	4,686	0	NA	0	NA	0	NA
80066-000	Barrel and Drums Equipment	879	4,038	1	4,098	0	NA	1	100%	0	NA
80065-000	Barrels	1,935	3,296	8	2,809	1	13%	2	25%	5	63%
30037-000	Barricade	1,390	3,618	1	4,098	1	100%	0	NA	0	NA
60126-100	Bartending School	4,883	2,434	9	2,722	7	78%	2	22%	0	NA
60126-000	Bartending Services	3,956	2,642	9	2,722	5	56%	4	44%	0	NA
80482-000	Base Metals	474	4,538	0	4,686	0	NA	0	NA	0	NA
55659-000	Baseball	857	4,061	7	2,903	4	57%	3	43%	0	NA
50058-000	Baseball Cards	28,756	998	530	343	269	51%	243	46%	18	3%
60129-000	Baseball Club	4,990	2,417	42	1,531	29	69%	13	31%	0	NA
10035-100	Basement Contractors	19,074	1,266	21	2,054	15	71%	5	24%	1	5%
85361-100	Basement Door Installation	25	5,930	0	4,686	0	NA	0	NA	0	NA
10035-101	Basement Finishing	15,396	1,433	5	3,160	5	100%	0	NA	0	NA
10177-100	Basement Remodeling	21,155	1,203	22	2,016	11	50%	11	50%	0	NA
10171-100	Basement Waterproofing	107,823	331	198	673	145	73%	40	20%	13	7%
60130-000	Basketball Clubs	3,358	2,806	23	1,978	18	78%	4	17%	1	4%
50059-000	Baskets	918	4,003	2	3,770	1	50%	1	50%	1	50%
80069-000	Baskets Wholesale	474	4,538	4	4,098	0	NA	0	NA	1	100%
85380-000	Bat Removal	3,647	2,713	1	3,323	3	75%	1	25%	0	NA
80070-000	Batching Equipment	65	5,669	1	4,098	0	NA	1	100%	0	NA
50061-000	Bath Supplies	11,031	1,686	50	1,411	43	86%	7	14%	0	NA
44012-000	Bathroom	4,028	2,621	15	2,320	13	87%	2	13%	0	NA
50060-000	Bathroom Accessories	29,154	988	152	793	122	80%	29	19%	1	1%
10006-000	Bathroom Design	223,276	162	215	633	156	73%	57	27%	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%
10177-101	Bathroom Remodel	241,253	149	358	456	275	77%	76	21%	7	2%
60132-000	Baths	22,847	1,142	108	968	98	91%	10	9%	0	NA
30038-200	Bathtub Liners	4,649	2,479	10	2,635	9	90%	1	10%	0	NA
30038-100	Bathtub Refinishing	43,100	738	111	952	46	41%	62	56%	3	3%
30038-000	Bathtub Repair	39,622	779	79	1,147	43	54%	29	37%	7	9%
60133-000	Baton Twirling	70	5,640	0	4,686	0	NA	0	NA	0	NA
55558-000	Batteries	5,719	2,305	43	1,518	23	53%	20	47%	0	NA
50063-000	Battery Charging	4,491	2,521	10	2,635	3	30%	7	70%	0	NA
30039-000	Battery Manufacturers	4,262	2,568	20	2,098	18	90%	2	10%	0	NA
50064-000	Battery Rebuild	1,553	3,505	4	3,323	2	50%	2	50%	0	NA
50064-100	Battery Repair	470	4,543	2	3,770	1	50%	1	50%	0	NA
50062-000	Battery Retail	8,751	1,890	22	2,016	17	77%	5	23%	0	NA
80071-000	Battery Storage Wholesale	1,856	3,338	4	3,323	2	50%	2	50%	0	NA
80072-000	Battery Supplies	37,885	811	156	781	87	56%	68	44%	1	1%
30039-100	Battery Wholesale	87	5,548	0	4,686	0	NA	0	NA	0	NA
60128-000	Batting Cages	1,038	3,903	3	3,526	1	33%	2	67%	0	NA
50326-210	BB Guns	227	5,055	4	3,323	4	100%	0	NA	0	NA
50057-000	BBQ Supplies	20,856	1,211	144	816	115	80%	29	20%	0	NA
60131-000	Beach	114	5,421	0	4,686	0	NA	0	NA	0	NA
50065-000	Beads	3,282	2,829	6	3,025	3	50%	3	50%	0	NA
80073-000	Bearings	3,257	2,842	5	3,160	2	40%	3	60%	0	NA
44013-000	Beauty	74,188	486	353	461	221	63%	124	35%	8	2%
60134-100	Beauty Consultant	7,143	2,087	26	1,899	5	19%	15	58%	6	23%
80074-000	Beauty Equipment Repairs	313	4,851	0	4,686	0	NA	0	NA	0	NA
60978-000	Beauty Pageants	9,521	1,816	7	2,903	3	43%	4	57%	0	NA
60134-000	Beauty Salon	277,846	124	1,460	156	989	68%	447	31%	24	2%
60135-000	Beauty School	41,228	757	132	866	85	64%	41	31%	6	5%
80075-000	Beauty Supplies	198,455	191	1,363	171	791	58%	544	40%	28	2%
60136-000	Bed and Breakfast	22,768	1,145	108	968	53	49%	53	49%	2	2%
60650-104	Bed Bug Inspection	1,915	3,305	1	4,098	0	NA	1	100%	0	NA
60650-102	Bed Bug Removal	10,916	1,696	7	2,903	3	43%	4	57%	0	NA
80077-000	Bed Manufacturers	4,127	2,594	40	1,571	34	85%	6	15%	0	NA
60137-000	Bed Rental	220	5,067	3	3,526	0	NA	3	100%	0	NA
50069-000	Bed Sales	54,042	625	656	283	624	95%	31	5%	1	0%
50066-000	Bed Wetting	76	5,602	1	4,098	1	100%	0	NA	0	NA
50067-000	Bedding	60,981	565	391	424	197	50%	189	48%	5	1%
85000-000	Bee Removal	3,158	2,882	5	3,160	0	NA	5	100%	0	NA
00112-000	Beekeeper	3,108	2,897	5	3,160	2	40%	2	40%	1	20%
80078-000	Beekeeping Supplies	3,484	2,767	35	1,665	6	17%	29	83%	0	NA
50070-000	Beer and Ale	4,943	2,424	11	2,554	7	64%	4	36%	0	NA
30040-000	Beer Coil Cleaning Equipment	145	5,292	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
30041-000	Beer Dispensing and Cooling Equipment	1,450	3,572	2	3,770	0	NA	2	100%	0	NA
87700-000	Beetle Repellent	4	6,139	0	4,686	0	NA	0	NA	0	NA
75300-000	Behavioral Education	8,269	1,950	21	2,054	14	67%	6	29%	1	5%
80080-000	Bellows	88	5,543	0	4,686	0	NA	0	NA	0	NA
50150-100	Bells	14	6,022	0	4,686	0	NA	0	NA	0	NA
80081-000	Belting Supplies	1,090	3,847	2	3,770	1	50%	1	50%	0	NA
80470-010	Belts	486	4,523	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
30043-000	Benches	629	4,322	1	4,098	0	NA	0	NA	1	100%
96000-400	Benefit Corporation	63	5,679	0	4,686	0	NA	0	NA	0	NA
90000-000	Better Business Bureau	2,776	2,997	181	712	28	15%	26	14%	127	70%
50314-000	Beveled Glass	9,914	1,785	19	2,141	12	63%	7	37%	0	NA
80084-000	Beverage	13,819	1,511	88	1,083	74	84%	12	14%	2	2%
80083-000	Beverage Dispenser	47,857	689	1,622	147	1,611	99%	11	1%	0	NA
85084-100	Beverage Distribution	2,382	3,117	7	2,903	2	29%	5	71%	0	NA
80086-000	Bias Binding	81	5,571	0	4,686	0	NA	0	NA	0	NA
50072-000	Bible	2,426	3,108	3	3,526	3	100%	0	NA	0	NA
50074-000	Bicycle Dealers	70,152	504	482	363	231	48%	243	50%	8	2%
50073-100	Bicycle Racks	126	5,373	2	3,770	1	50%	1	50%	0	NA
50073-000	Bicycle Security Systems	521	4,466	9	2,722	8	89%	1	11%	0	NA
60139-000	Bid Report Service	1,883	3,319	6	3,025	3	50%	3	50%	0	NA
60138-000	Bike Rental	6,268	2,215	122	902	79	65%	43	35%	0	NA
50075-000	Bike Repair	4,610	2,493	34	1,691	18	53%	15	44%	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%
60140-000	Bill Paying Services	64,848	536	976	209	968	99%	7	1%	1	0%
50076-000	Billiard Supplies	10,402	1,733	140	830	101	72%	39	28%	0	NA
60142-000	Billing Services	154,736	241	1,025	202	936	91%	85	8%	4	0%
60028-100	Bin Cleaning	550	4,424	1	4,098	0	NA	1	100%	0	NA
50077-000	Binder	123	5,383	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
80086-100	Bindings	1,432	3,582	1	4,098	0	NA	1	100%	0	NA
70654-000	Bingo Hall	1,344	3,657	4	3,323	0	NA	4	100%	0	NA
50078-000	Binoculars	3,478	2,772	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
85159-000	Biochemicals	2,009	3,260	1	4,098	1	100%	0	NA	0	NA
60143-000	Biofeedback Therapy	2,532	3,070	1	4,098	0	NA	1	100%	0	NA
50206-300	Biofuel	700	4,231	0	4,686	0	NA	0	NA	0	NA
55687-000	Biohazard Cleanup	2,511	3,078	1	4,098	1	100%	0	NA	0	NA
30046-000	Biological Products	2,028	3,247	3	3,526	2	67%	1	33%	0	NA
85160-000	Biomedical Products	9,733	1,796	32	1,730	10	31%	22	69%	0	NA
60488-110	Biotechnology	4,160	2,587	6	3,025	4	67%	2	33%	0	NA
60144-000	Bird Control	1,357	3,642	1	4,098	1	100%	0	NA	0	NA
50079-000	Bird Supplies	5,009	2,412	25	1,919	12	48%	13	52%	0	NA
60146-000	Birth Control Information	26,455	1,049	60	1,295	60	100%	0	NA	0	NA
60145-000	Birthing Center	1,769	3,379	3	3,526	1	33%	2	67%	0	NA
72100-000	Bistro	502	4,489	4	3,323	2	50%	2	50%	0	NA
80087-000	Black Light Supplies	2	6,163	0	4,686	0	NA	0	NA	0	NA
60147-000	Blacksmith	2,282	3,153	25	1,919	4	16%	21	84%	0	NA
50080-000	Blankets	14,244	1,487	294	524	101	34%	189	64%	4	1%
10007-000	Blasting Contractors	3,188	2,873	3	3,526	1	33%	1	33%	1	33%
80088-000	Blasting Equipment	604	4,357	1	4,098	0	NA	1	100%	0	NA
10128-000	Blasting Supplies	6,679	2,144	5	3,160	1	20%	4	80%	0	NA
30047-000	Bleachers	552	4,422	2	3,770	2	100%	0	NA	0	NA
50705-200	Blind Cleaning	2,157	3,196	2	3,770	1	50%	1	50%	0	NA
50705-100	Blinds	57,439	599	276	549	201	73%	67	24%	8	3%
60148-000	Blood Bank	9,118	1,853	34	1,691	22	65%	12	35%	0	NA
80364-110	Blow Dryer	71	5,635	0	4,686	0	NA	0	NA	0	NA
30048-000	Blowers	835	4,078	0	4,686	0	NA	0	NA	0	NA
10081-300	Blown Insulation	135	5,339	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
60149-000	Blueprinting	1,697	3,421	2	3,770	0	NA	2	100%	0	NA
80089-100	Blueprinting Equipment	57	5,715	1	4,098	0	NA	1	100%	0	NA
80089-000	Blueprinting Supplies	156	5,258	2	3,770	2	100%	0	NA	0	NA
60151-000	Board of Trade	264	4,956	3	3,526	1	33%	2	67%	0	NA
60150-000	Boarding House	3,158	2,882	7	2,903	2	29%	5	71%	0	NA
30049-000	Boat Builders	38,566	799	81	1,136	69	85%	11	14%	1	1%
70521-000	Boat Cleaning	3,130	2,891	10	2,635	6	60%	4	40%	0	NA
50081-000	Boat Covers	9,991	1,779	19	2,141	13	68%	6	32%	0	NA
50082-000	Boat Dealers	83,518	434	191	690	127	66%	62	32%	2	1%
50083-100	Boat Equipment	2,048	3,238	8	2,809	3	38%	5	63%	0	NA
70522-000	Boat Launch	861	4,056	2	3,770	1	50%	1	50%	0	NA
70524-010	Boat Leasing	39	5,836	0	4,686	0	NA	0	NA	0	NA
70527-100	Boat Lifts	7,099	2,093	13	2,427	8	62%	5	38%	0	NA
30050-010	Boat Painting	181	5,168	3	3,526	1	33%	2	67%	0	NA
70524-000	Boat Rentals	12,335	1,596	86	1,096	37	43%	49	57%	0	NA
30050-000	Boat Repair	55,128	616	111	952	50	45%	58	52%	3	3%
70525-000	Boat Storage	4,151	2,589	7	2,903	5	71%	2	29%	0	NA
50083-000	Boat Supplies	23,570	1,120	56	1,340	32	57%	24	43%	0	NA
50081-100	Boat Top	48	5,776	0	4,686	0	NA	0	NA	0	NA
50674-000	Boat Trailers	3,147	2,886	5	3,160	2	40%	3	60%	0	NA
70526-000	Boat Transportation	5,981	2,274	18	2,185	13	72%	4	22%	1	6%
50081-200	Boat Upholstery	883	4,035	7	2,903	5	71%	2	29%	0	NA
70527-000	Boat Yard	698	4,235	0	4,686	0	NA	0	NA	0	NA
70525-010	Boathouse	106	5,444	1	4,098	0	NA	1	100%	0	NA
65700-000	Boating Club	8,703	1,901	13	2,427	11	85%	2	15%	0	NA
60154-000	Boating School	1,007	3,934	2	3,770	1	50%	1	50%	0	NA
44014-000	Boats	9,789	1,790	48	1,440	40	83%	8	17%	0	NA
80075-100	Body Care	36,316	835	316	497	264	84%	51	16%	1	0%
73500-000	Body Waxing	6,532	2,165	75	1,173	32	43%	43	57%	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%
10008-100	Boiler Cleaning	246	5,009	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
10008-000	Boiler Repair	6,708	2,137	7	2,903	3	43%	4	57%	0	NA
80092-100	Boiler Sales	4,504	2,519	2	3,770	2	100%	0	NA	0	NA
80092-000	Boiler Supplies	1,076	3,861	3	3,526	3	100%	0	NA	0	NA
20067-100	Bond Brokers	5	6,129	0	4,686	0	NA	0	NA	0	NA
20025-000	Bond Insurance	1,670	3,432	1	4,098	1	100%	0	NA	0	NA
50460-100	Bonsai Nursery	366	4,742	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
80620-000	Book Orders	4,637	2,481	18	2,185	7	39%	9	50%	2	11%
61031-000	Book Sales	24,285	1,102	165	747	102	62%	58	35%	5	3%
61080-000	Book, Compact Disc, and DVD Club	8,654	1,904	61	1,284	55	90%	6	10%	0	NA
30051-000	Bookbinding	3,304	2,820	5	3,160	1	20%	3	60%	1	20%
80093-000	Bookbinding Supplies	149	5,278	0	4,686	0	NA	0	NA	0	NA
80094-000	Bookcases	1,376	3,628	6	3,025	6	100%	0	NA	0	NA
60155-000	Bookkeeping Services	91,624	401	61	1,284	34	56%	25	41%	2	3%
50087-000	Boots	20,583	1,216	96	1,026	61	64%	33	34%	2	2%
80251-200	Boring Equipment	115	5,419	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
80097-100	Bottle Return	3,247	2,844	57	1,330	55	96%	2	4%	0	NA
70650-000	Bottled Water	11,010	1,690	22	2,016	13	59%	7	32%	2	9%
70646-000	Bottled Water Companies	33,466	891	1,112	191	1,092	98%	20	2%	0	NA
30740-100	Bottleless Water Cooler	1,778	3,373	2	3,770	1	50%	1	50%	0	NA
80096-000	Bottlers Equipment	1,392	3,617	2	3,770	2	100%	0	NA	0	NA
55514-000	Bottles	1,957	3,283	12	2,487	8	67%	4	33%	0	NA
50481-100	Bounce House	10,160	1,760	96	1,026	14	15%	82	85%	0	NA
50089-000	Boutique	110,095	323	521	346	306	59%	192	37%	23	4%
50089-100	Boutique Fight Cancer Products	594	4,367	3	3,526	2	67%	1	33%	0	NA
60156-000	Bowling	14,169	1,491	49	1,423	31	63%	18	37%	0	NA
50090-000	Bowling Accessories	1,125	3,820	4	3,323	0	NA	4	100%	0	NA
80100-000	Bowling Lane Equipment	300	4,876	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
30053-000	Box Dividers	61	5,689	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
80101-000	Box Making Equipment	986	3,947	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
30450-000	Boxboard	189	5,140	0	4,686	0	NA	0	NA	0	NA
60430-200	Boxing Gym	7,993	1,980	58	1,319	26	45%	32	55%	0	NA
50092-000	Boy and Girl Organizations	68	5,653	0	4,686	0	NA	0	NA	0	NA
50093-000	Boys Clothing	7,245	2,070	36	1,644	22	61%	14	39%	0	NA
50098-000	Bra	7,428	2,047	21	2,054	10	48%	11	52%	0	NA
50094-000	Braids	4,710	2,465	45	1,483	10	22%	35	78%	0	NA
50095-000	Braille Supplies	449	4,580	0	4,686	0	NA	0	NA	0	NA
50097-000	Brake Equipment	2,845	2,968	19	2,141	9	47%	10	53%	0	NA
50096-000	Brake Fluid	56	5,724	0	4,686	0	NA	0	NA	0	NA
30058-000	Brake Lining	95	5,504	0	4,686	0	NA	0	NA	0	NA
30059-000	Brake Manufacturers	446	4,588	1	4,098	0	NA	1	100%	0	NA
60158-000	Brake Service	36,069	843	258	568	155	60%	101	39%	2	1%
60159-000	Brake Shoe Bonding and Exchanging	97	5,492	0	4,686	0	NA	0	NA	0	NA
55529-000	Brakes	1,138	3,807	8	2,809	5	63%	3	38%	0	NA
60539-100	Brand Development	17,870	1,308	50	1,411	22	44%	27	54%	1	2%
80108-000	Branding Tools	589	4,375	4	3,323	2	50%	2	50%	0	NA
80109-000	Brass	509	4,481	2	3,770	2	100%	0	NA	0	NA
80110-000	Brass Fabrication	126	5,373	0	4,686	0	NA	0	NA	0	NA
80111-000	Brass Products	404	4,666	2	3,770	1	50%	1	50%	0	NA
44044-010	Brazilian Jujitsu	99	5,479	0	4,686	0	NA	0	NA	0	NA
60160-000	Brazing	70	5,640	0	4,686	0	NA	0	NA	0	NA
50544-100	Breakfast	2,656	3,036	18	2,185	4	22%	14	78%	0	NA
10010-000	Breakfast Nooks	31	5,885	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
60971-100	Breastfeeding	12,156	1,610	58	1,319	54	93%	4	7%	0	NA
89100-000	Brew Pub	6,622	2,151	18	2,185	9	50%	9	50%	0	NA
30060-000	Brewers	7,168	2,082	29	1,813	19	66%	10	34%	0	NA
30061-000	Brewing Supplies	2,679	3,027	14	2,374	9	64%	2	14%	3	21%
55537-000	Brick	1,652	3,439	7	2,903	2	29%	4	57%	1	14%

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%
30439-100	Brick Pizza Oven	822	4,090	4	3,323	1	25%	3	75%	0	NA
50099-000	Brick Preservative	477	4,531	0	4,686	0	NA	0	NA	0	NA
60161-000	Bridal Gown Preservation	152	5,268	1	4,098	1	100%	0	NA	0	NA
50104-000	Bridal Registry	3,792	2,679	27	1,867	25	93%	1	4%	1	4%
50105-000	Bridal Shops	12,832	1,566	88	1,083	52	59%	30	34%	6	7%
10011-000	Bridge Builder	3,275	2,834	0	4,686	0	NA	0	NA	0	NA
60162-000	Bridge Club	179	5,179	1	4,098	0	NA	1	100%	0	NA
70528-000	Bridge Operator	1,107	3,833	30	1,782	30	100%	0	NA	0	NA
80115-000	Broaching	61	5,689	0	4,686	0	NA	0	NA	0	NA
70583-100	Broadcast Companies	1,488	3,547	11	2,554	3	27%	7	64%	1	9%
60865-000	Broadcast Schools	1,299	3,686	2	3,770	2	100%	0	NA	0	NA
80348-000	Broken Glass	964	3,963	1	4,098	0	NA	1	100%	0	NA
30064-000	Bronze	669	4,277	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
50106-000	Bronze Tablet	96	5,495	0	4,686	0	NA	0	NA	0	NA
61049-000	Bronzing	765	4,149	0	4,686	0	NA	0	NA	0	NA
80116-000	Broom Manufacturers	344	4,793	2	3,770	2	100%	0	NA	0	NA
50107-000	Brooms	100	5,472	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
10083-100	Brush Hogging	700	4,231	0	4,686	0	NA	0	NA	0	NA
80117-000	Brush Manufacturers	119	5,403	1	4,098	1	100%	0	NA	0	NA
50108-000	Brushes	378	4,713	0	4,686	0	NA	0	NA	0	NA
80118-000	Buckets	199	5,119	0	4,686	0	NA	0	NA	0	NA
50109-000	Buckles	262	4,966	0	4,686	0	NA	0	NA	0	NA
80119-000	Buffing and Polishing Equipment	587	4,378	1	4,098	0	NA	1	100%	0	NA
80372-000	Builders Hardware	5,539	2,326	10	2,635	7	70%	3	30%	0	NA
44016-000	Building and Construction	65,617	530	135	851	72	53%	59	44%	4	3%
10012-000	Building Construction Consultants	36,677	828	27	1,867	14	52%	13	48%	0	NA
10013-000	Building Contractors	617,655	53	491	358	264	54%	219	45%	8	2%
10014-200	Building Envelope Restoration	1,235	3,738	0	4,686	0	NA	0	NA	0	NA
60165-000	Building Inspector	18,908	1,271	21	2,054	10	48%	10	48%	1	5%
50110-000	Building Materials	225,066	159	5,364	46	5,235	98%	125	2%	4	0%
10080-100	Building Movers	786	4,125	4	3,323	0	NA	4	100%	0	NA
42000-000	Building Permits	3,261	2,840	8	2,809	4	50%	4	50%	0	NA
10014-000	Building Restoration	54,346	621	43	1,518	23	53%	20	47%	0	NA
50564-000	Bulbs	17,762	1,317	48	1,440	39	81%	9	19%	0	NA
50758-000	Bulk Food Store	26,915	1,039	90	1,062	65	72%	25	28%	0	NA
44133-100	Bulk Water Delivery	1,952	3,286	1	4,098	1	100%	0	NA	0	NA
85800-000	Bull Riding	46	5,791	0	4,686	0	NA	0	NA	0	NA
60166-000	Bulldozer	1,818	3,355	1	4,098	1	100%	0	NA	0	NA
80120-000	Bulletin Board	1,793	3,366	77	1,155	77	100%	0	NA	0	NA
50115-000	Bullet-Resistant Equipment	951	3,975	4	3,323	3	75%	1	25%	0	NA
26000-100	Bullion Coin Dealers	45,230	716	153	791	103	67%	50	33%	0	NA
60167-000	Burglar Alarm Systems	287,862	117	7,445	33	7,347	99%	87	1%	11	0%
60168-000	Burial Assistance	1,100	3,837	7	2,903	1	14%	6	86%	0	NA
80121-000	Burial Vaults	2,788	2,989	4	3,323	3	75%	1	25%	0	NA
80122-000	Burlap	12	6,043	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
70530-000	Bus Line Tickets	738	4,187	7	2,903	2	29%	5	71%	0	NA
70529-000	Bus Lines	17,013	1,365	512	348	354	69%	158	31%	0	NA
80123-000	Bus Manufacturers	566	4,409	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
85344-000	Bus Rental	2,832	2,973	28	1,838	25	89%	3	11%	0	NA
60169-100	Bus Repair	168	5,218	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
60169-000	Bus Service	1,933	3,299	9	2,722	3	33%	5	56%	1	11%
30067-000	Bushings	73	5,623	0	4,686	0	NA	0	NA	0	NA
60170-000	Business Associations	24,957	1,081	91	1,057	74	81%	15	16%	2	2%
60171-000	Business Brokers	33,445	892	40	1,571	22	55%	17	43%	1	3%
60172-100	Business Coach	45,319	713	52	1,381	38	73%	13	25%	1	2%
60172-000	Business Consultant	308,938	104	1,179	186	1,031	87%	142	12%	6	1%
73300-000	Business Credit Builder	11,842	1,629	16	2,278	5	31%	11	69%	0	NA
60170-110	Business Development	9,655	1,800	17	2,233	4	24%	13	76%	0	NA
30532-000	Business Form Printer	6,036	2,255	22	2,016	20	91%	2	9%	0	NA
50117-000	Business Forms and Systems	28,579	1,003	33	1,712	25	76%	6	18%	2	6%

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%
60075-108	Business Law Attorney	25,792	1,057	84	1,110	43	51%	41	49%	0	NA
20047-010	Business Loans	21,100	1,208	88	1,083	12	14%	75	85%	1	1%
20086-000	Business Opportunities	100,126	363	352	462	295	84%	52	15%	5	1%
88000-000	Business Plan	8,578	1,911	9	2,722	6	67%	2	22%	1	11%
60473-400	Business Process Management	27,860	1,023	381	432	362	95%	19	5%	0	NA
20087-000	Business Promotion	15,721	1,420	35	1,665	14	40%	20	57%	1	3%
60783-000	Business School	149,245	248	398	420	284	71%	100	25%	14	4%
60987-000	Business Services	245,170	145	792	243	352	44%	393	50%	47	6%
70632-200	Business Travel	23,947	1,110	191	690	181	95%	10	5%	0	NA
60961-000	Business Writer	3,207	2,865	36	1,644	3	8%	30	83%	3	8%
80126-100	Butchering Equipment	10	6,070	0	4,686	0	NA	0	NA	0	NA
80126-000	Butchering Supplies	729	4,195	1	4,098	1	100%	0	NA	0	NA
60528-000	Butler Service	7,232	2,071	22	2,016	10	45%	11	50%	1	5%
80127-000	Butter	285	4,918	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
50119-000	Buttons	125	5,376	0	4,686	0	NA	0	NA	0	NA
50040-110	Buy Here Pay Here Auto Dealer	4,597	2,497	36	1,644	22	61%	13	36%	1	3%
60719-000	Buying Clubs	39,223	788	1,777	134	1,769	100%	7	0%	1	0%
10017-000	Cabanas	497	4,501	1	4,098	0	NA	1	100%	0	NA
65733-100	Cabin rentals	30,824	948	305	513	266	87%	36	12%	3	1%
50120-200	Cabinet Doors	17,557	1,331	83	1,121	66	80%	17	20%	0	NA
50333-100	Cabinet Hardware	2,186	3,189	5	3,160	3	60%	2	40%	0	NA
50120-100	Cabinet Maker	32,212	920	57	1,330	22	39%	34	60%	1	2%
50120-000	Cabinet Manufacturers	79,221	456	98	1,016	68	69%	29	30%	1	1%
50121-200	Cabinet Organizers	1,631	3,455	5	3,160	4	80%	1	20%	0	NA
10184-000	Cabinet Refinishing	46,533	699	38	1,608	20	53%	17	45%	1	3%
30069-000	Cabinet Supplies	9,758	1,792	26	1,899	14	54%	12	46%	0	NA
50121-000	Cabinets	162,886	231	333	477	203	61%	125	38%	5	2%
10155-000	Cable Contractors	11,235	1,672	28	1,838	23	82%	4	14%	1	4%
10155-100	Cable Installation	38,701	796	311	506	298	96%	13	4%	0	NA
30554-030	Cable Railings	10	6,070	0	4,686	0	NA	0	NA	0	NA
10018-000	Cable Splicing	1,024	3,916	6	3,025	2	33%	4	67%	0	NA
70623-000	Cable TV	261,497	136	27,129	3	26,922	99%	202	1%	5	0%
44135-000	Cable, Internet and Radio	9,108	1,854	66	1,244	54	82%	12	18%	0	NA
30071-000	Caissons	10	6,070	0	4,686	0	NA	0	NA	0	NA
50122-000	Cake Decorating Supplies	12,577	1,581	40	1,571	25	63%	15	38%	0	NA
60173-000	Calculating Service	54	5,740	0	4,686	0	NA	0	NA	0	NA
80130-000	Calculator	1,451	3,570	38	1,608	6	16%	32	84%	0	NA
50123-000	Calendars	6,847	2,122	42	1,531	33	79%	9	21%	0	NA
66004-000	Call Center	57,766	594	103	991	55	53%	37	36%	11	11%
60174-000	Calligrapher	151	5,273	2	3,770	2	100%	0	NA	0	NA
30073-000	Cam Grinding	33	5,869	0	4,686	0	NA	0	NA	0	NA
60179-000	Camp	18,344	1,291	100	1,011	62	62%	36	36%	2	2%
50124-000	Camper Dealers	22,370	1,161	83	1,121	63	76%	19	23%	1	1%
30072-100	Camper Manufacturer	8,860	1,882	17	2,233	16	94%	1	6%	0	NA
50125-000	Camper Parts	1,043	3,895	0	4,686	0	NA	0	NA	0	NA
60175-000	Camper Rental	6,893	2,116	76	1,167	75	99%	1	1%	0	NA
60176-000	Camper Repair	3,552	2,745	7	2,903	5	71%	2	29%	0	NA
55646-000	Campers	1,073	3,863	12	2,487	9	75%	3	25%	0	NA
60177-000	Campgrounds	71,790	497	372	440	268	72%	104	28%	0	NA
50126-000	Camping Equipment	30,156	957	90	1,062	36	40%	52	58%	2	2%
60178-000	Camping Equipment Rentals	148	5,280	1	4,098	1	100%	0	NA	0	NA
50675-000	Camping Trailer	14,959	1,448	23	1,978	16	70%	7	30%	0	NA
80135-000	Can Manufacturing Machinery	73	5,623	0	4,686	0	NA	0	NA	0	NA
81300-000	Canada Debt Settlement	1,823	3,353	1	4,098	1	100%	0	NA	0	NA
50127-000	Candle Making Supplies	3,424	2,790	7	2,903	5	71%	2	29%	0	NA
50128-000	Candles	38,866	794	195	684	92	47%	93	48%	10	5%
50129-000	Candy	19,473	1,256	76	1,167	54	71%	21	28%	1	1%
80133-000	Canes	3,098	2,901	2	3,770	0	NA	2	100%	0	NA
30077-000	Caning	112	5,426	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
81000-900	Cannabis	30,872	947	155	784	45	29%	104	67%	6	4%
80134-000	Canner	285	4,918	1	4,098	1	100%	0	NA	0	NA
30078-000	Canner Supplies	41	5,823	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

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%
70524-100	Canoeing	1,427	3,589	4	3,323	3	75%	1	25%	0	NA
50047-100	Canopies	364	4,744	1	4,098	0	100%	0	NA	0	NA
30079-000	Cans	232	5,043	0	4,686	0	NA	0	NA	0	NA
50310-230	Canvas Art	5,761	2,301	28	1,838	25	89%	3	11%	0	NA
80136-000	Canvases	10,345	1,743	34	1,691	27	79%	7	21%	0	NA
50131-000	Cap and Gown	5,063	2,399	75	1,173	72	96%	3	4%	0	NA
80138-000	Capacitors	209	5,093	0	4,686	0	NA	0	NA	0	NA
50036-000	Car Bumpers	4,814	2,444	33	1,712	22	67%	8	24%	3	9%
60719-100	Car Buying	81,445	443	84	1,110	73	87%	11	13%	0	NA
55502-000	Car Dealers	252,450	141	2,457	98	1,541	63%	890	36%	26	1%
60095-200	Car Decals	4,895	2,432	31	1,760	6	19%	25	81%	0	NA
60094-100	Car Dent Repair	21,491	1,194	18	2,185	12	67%	6	33%	0	NA
60902-100	Car Differential	694	4,238	6	3,025	1	17%	5	83%	0	NA
80359-000	Car Diffuser	660	4,287	4	3,323	3	75%	1	25%	0	NA
50036-200	Car Guards	576	4,393	4	3,323	0	NA	4	100%	0	NA
60099-000	Car Hand Controls	645	4,306	1	4,098	0	NA	1	100%	0	NA
50338-000	Car Heater	99	5,479	0	4,686	0	NA	0	NA	0	NA
60102-100	Car Leasing	3,587	2,736	17	2,233	14	82%	3	18%	0	NA
60522-010	Car Locksmith	615	4,339	11	2,554	1	9%	10	91%	0	NA
60997-200	Car Oil	304	4,869	1	4,098	0	NA	1	100%	0	NA
70533-000	Car Pool	912	4,006	2	3,770	2	100%	0	NA	0	NA
80043-000	Car Racing Equipment	57,516	598	363	454	295	81%	67	18%	1	0%
80359-100	Car Registers	349	4,781	0	4,686	0	NA	0	NA	0	NA
50040-120	Car Rental	11,553	1,644	318	492	94	30%	223	70%	1	0%
60105-000	Car Restoration	33,387	894	62	1,276	25	40%	37	60%	0	NA
60995-000	Car Rust Proofing	10,230	1,751	28	1,838	26	93%	2	7%	0	NA
70562-100	Car Service	23,547	1,122	1,060	196	984	93%	74	7%	2	0%
60994-000	Car Sound Systems	19,252	1,261	116	928	78	67%	36	31%	2	2%
50610-000	Car Springs	2,245	3,170	10	2,635	3	30%	7	70%	0	NA
60993-000	Car Steam Cleaning	421	4,636	0	4,686	0	NA	0	NA	0	NA
50045-200	Car Stereo Repair	337	4,807	3	3,526	1	33%	2	67%	0	NA
50045-000	Car Stereos	25,978	1,055	149	805	81	54%	68	46%	0	NA
60107-500	Car Tune-Up	3,324	2,814	21	2,054	12	57%	9	43%	0	NA
60111-000	Car Upholstery Cleaning	5,437	2,338	11	2,554	6	55%	5	45%	0	NA
60180-000	Car Wash	194,198	194	2,354	103	1,416	60%	890	38%	48	2%
50132-000	Car Wash Equipment	3,241	2,846	6	3,025	3	50%	3	50%	0	NA
60996-000	Car Window Tinting	57,693	595	225	614	74	33%	147	65%	4	2%
30081-000	Carbide	391	4,686	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
30082-100	Carbide Products	2	6,163	0	4,686	0	NA	0	NA	0	NA
10063-100	Carbon Monoxide Detector	929	3,990	11	2,554	11	100%	0	NA	0	NA
30083-000	Carbon Products	809	4,105	4	3,323	1	25%	3	75%	0	NA
30085-000	Carbonic Gas	553	4,421	2	3,770	0	NA	2	100%	0	NA
60181-000	Carburetors	3,234	2,850	24	1,950	17	71%	7	29%	0	NA
60788-400	Card Access Systems	202	5,114	3	3,526	1	33%	2	67%	0	NA
80141-000	Cardboard	164	5,234	0	4,686	0	NA	0	NA	0	NA
60667-000	Cardiologist	7,924	1,993	29	1,813	14	48%	15	52%	0	NA
65548-300	Cardio-phlebotomy Training and Certification	460	4,561	1	4,098	0	NA	1	100%	0	NA
44057-000	Cards and Gifts	4,796	2,449	41	1,552	15	37%	19	46%	7	17%
60182-000	Career Counseling	23,026	1,136	21	2,054	14	67%	7	33%	0	NA
60182-020	Career Opportunities	6,076	2,248	10	2,635	6	60%	4	40%	0	NA
85273-100	Caregiver Resources	8,482	1,928	398	420	394	99%	4	1%	0	NA
30086-000	Cargo Container	24,099	1,107	76	1,167	42	55%	33	43%	1	1%
80142-000	Cargo Stabilizing Devices	682	4,253	3	3,526	1	33%	2	67%	0	NA
60844-000	Cargo Surveyor	168	5,218	1	4,098	0	NA	1	100%	0	NA
50673-100	Cargo Trailers	700	4,231	6	3,025	0	NA	6	100%	0	NA
60183-000	Carnival	1,187	3,779	3	3,526	2	67%	1	33%	0	NA
30087-000	Carnival Supplies	168	5,218	0	4,686	0	NA	0	NA	0	NA
10019-000	Carpenter	140,066	256	157	779	66	42%	85	54%	6	4%
30089-000	Carpet and Rug Binding	1,010	3,930	1	4,098	0	NA	0	NA	1	100%
60184-000	Carpet and Rug Cleaners	295,830	112	489	360	285	58%	197	40%	7	1%
80143-000	Carpet and Rug Cleaning Equipment and Supplies	5,306	2,350	70	1,215	62	89%	8	11%	0	NA
60185-000	Carpet and Rug Cleaning Equipment Rental	769	4,146	19	2,141	16	84%	3	16%	0	NA
10021-000	Carpet and Rug Repair	5,005	2,413	3	3,526	2	67%	1	33%	0	NA
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%
30088-000	Carpet Binding Machines	216	5,075	0	4,686	0	NA	0	NA	0	NA
85306-110	Carpet Cleaning	28,496	1,006	60	1,295	21	35%	36	60%	3	5%
60186-000	Carpet Dyers	381	4,703	2	3,770	0	NA	2	100%	0	NA
10058-400	Carpet Installation	9,953	1,782	18	2,185	8	44%	10	56%	0	NA
10022-000	Carpet Layers	15,854	1,416	16	2,278	4	25%	12	75%	0	NA
80146-000	Carpet Layers Supplies	638	4,310	0	4,686	0	NA	0	NA	0	NA
80144-000	Carpet Manufacturers	19,757	1,244	87	1,092	83	95%	4	5%	0	NA
10020-000	Carpet Measuring	108	5,434	0	4,686	0	NA	0	NA	0	NA
50135-000	Carpet Pads	2,689	3,025	11	2,554	1	9%	10	91%	0	NA
60187-000	Carpet Rental	92	5,517	1	4,098	1	100%	0	NA	0	NA
80147-000	Carpet Workroom	92	5,517	0	4,686	0	NA	0	NA	0	NA
10023-000	Carport	59,611	579	599	307	485	81%	113	19%	1	0%
50278-000	Carry Out Food	44,751	719	732	255	350	48%	378	52%	4	1%
50314-100	Carved Glass	12	6,043	0	4,686	0	NA	0	NA	0	NA
80148-000	Cash Registers	2,526	3,073	3	3,526	1	33%	2	67%	0	NA
60188-000	Casino	44,723	721	441	388	322	73%	118	27%	1	0%
60189-000	Caskets	8,021	1,973	13	2,427	9	69%	1	8%	3	23%
30652-000	Cast Stone	2,427	3,107	2	3,770	0	NA	1	50%	1	50%
50136-000	Casters	980	3,952	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
85332-100	Cat Breeders	71,123	501	103	991	17	17%	60	58%	26	25%
30090-000	Catalog Designers	888	4,029	1	4,098	0	NA	0	NA	1	100%
50411-000	Catalog Shopping	378,123	87	3,956	64	3,821	97%	121	3%	14	0%
50137-000	Catalog Showroom	765	4,149	4	3,323	3	75%	1	25%	0	NA
50138-000	Caterer	80,313	449	210	645	89	42%	118	56%	3	1%
30091-000	Catering Equipment	936	3,983	2	3,770	2	100%	0	NA	0	NA
30091-100	Catering Supplies	412	4,649	5	3,160	2	40%	1	20%	2	40%
00127-010	Cattle Farm	502	4,489	1	4,098	0	NA	1	100%	0	NA
70623-100	CATV	25	5,930	0	4,686	0	NA	0	NA	0	NA
10024-000	Caulking Contractors	9,208	1,847	8	2,809	8	100%	0	NA	0	NA
50139-000	Caulking Materials	318	4,845	0	4,686	0	NA	0	NA	0	NA
60190-000	Caves	116	5,416	0	4,686	0	NA	0	NA	0	NA
81000-800	CBD Oil	94,040	390	319	490	156	49%	138	43%	25	8%
81000-850	CBD Products	71,903	495	315	499	218	69%	94	30%	3	1%
60929-100	CD Duplication	7,219	2,073	14	2,374	12	86%	2	14%	0	NA
60930-200	CD Player Repair	674	4,266	5	3,160	0	NA	5	100%	0	NA
60191-000	Ceiling Cleaning	485	4,527	0	4,686	0	NA	0	NA	0	NA
10025-000	Ceiling Contractors	7,534	2,037	6	3,025	5	83%	1	17%	0	NA
50141-000	Ceiling Materials	629	4,322	1	4,098	0	NA	1	100%	0	NA
81700-100	Ceiling Texturizing	176	5,188	0	4,686	0	NA	0	NA	0	NA
30092-000	Cell Material	763	4,155	1	4,098	0	NA	1	100%	0	NA
70535-010	Cell Phone Accessories	13,603	1,520	219	619	87	40%	115	53%	17	8%
50434-000	Cell Phone Equipment	39,898	775	425	401	303	71%	113	27%	9	2%
50434-100	Cell Phone Repair	24,881	1,085	318	492	138	43%	173	54%	7	2%
70535-000	Cell Phone Supplies	272,129	128	17,938	10	17,658	98%	254	1%	26	0%
50221-700	Cellar Doors	1,290	3,696	5	3,160	5	100%	0	NA	0	NA
60811-100	Cellulite Treatment	592	4,372	1	4,098	0	NA	1	100%	0	NA
50143-000	Cement	4,011	2,625	7	2,903	1	14%	6	86%	0	NA
80149-000	Cement Manufacturers	1,412	3,602	3	3,526	1	33%	2	67%	0	NA
60192-000	Cemetery	34,787	865	211	640	117	55%	93	44%	1	0%
80150-000	Cemetery Equipment	1,824	3,352	8	2,809	3	38%	5	63%	0	NA
80150-100	Cemetery Supplies	594	4,367	10	2,635	5	50%	5	50%	0	NA
50696-010	Central Vacuum System	264	4,956	1	4,098	1	100%	0	NA	0	NA
30093-000	Centrifuge	345	4,790	0	4,686	0	NA	0	NA	0	NA
10159-000	Ceramic Tile Contractors	135,265	264	88	1,083	48	55%	38	43%	2	2%
10159-100	Ceramic Tile Dealers	2,053	3,236	2	3,770	1	50%	1	50%	0	NA
80730-100	Ceramic Tile Distributors	462	4,559	1	4,098	0	NA	1	100%	0	NA
80730-000	Ceramic Tile Manufacturers	4,688	2,469	5	3,160	3	60%	2	40%	0	NA
30094-000	Ceramics Supplies	1,633	3,453	4	3,323	2	50%	2	50%	0	NA
30095-000	Cereal	1,903	3,311	36	1,644	30	83%	6	17%	0	NA
90026-000	Chain Letter	399	4,676	1	4,098	1	100%	0	NA	0	NA
85319-000	Chain Link Fence Contractors	6,763	2,130	9	2,722	3	33%	4	44%	2	22%
85319-100	Chain Link Fence Sales	162	5,243	1	4,098	0	NA	1	100%	0	NA
50145-000	Chains	694	4,238	6	3,025	1	17%	5	83%	0	NA
80153-100	Chair Manufacturers	454	4,570	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%
60193-000	Chair Rental	2,473	3,091	7	2,903	5	71%	2	29%	0	NA
55586-000	Chairs	12,431	1,589	42	1,531	21	50%	20	48%	1	2%
65733-120	Chalet rentals	1,462	3,560	5	3,160	5	100%	0	NA	0	NA
50146-000	Chalkboard	1	6,181	0	4,686	0	NA	0	NA	0	NA
60194-000	Chamber of Commerce	65,405	532	19	2,141	15	79%	3	16%	1	5%
30114-000	Change Machine	268	4,947	1	4,098	1	100%	0	NA	0	NA
80732-000	Changing Tires	3,653	2,710	40	1,571	18	45%	22	55%	0	NA
50148-000	Charcoal	410	4,657	0	4,686	0	NA	0	NA	0	NA
44018-000	Charity	10,551	1,723	29	1,813	18	62%	11	38%	0	NA
60977-000	Charity - Advertising for Publications	179	5,179	0	4,686	0	NA	0	NA	0	NA
90021-001	Charity - American Indian	139	5,318	11	2,554	11	100%	0	NA	0	NA
90021-050	Charity - Animal Protection	4,329	2,556	27	1,867	19	70%	8	30%	0	NA
90021-100	Charity - Arts & Culture	2,177	3,190	11	2,554	9	82%	2	18%	0	NA
90021-200	Charity - Cancer	963	3,965	4	3,323	4	100%	0	NA	0	NA
90021-250	Charity - Child Sponsorship	406	4,663	1	4,098	1	100%	0	NA	0	NA
90021-300	Charity - Children & Youth	10,494	1,725	18	2,185	11	61%	7	39%	0	NA
90021-350	Charity - Civil Rights	166	5,228	1	4,098	1	100%	0	NA	0	NA
90021-400	Charity - Community Development & Civic Organizations	3,597	2,732	29	1,813	21	72%	8	28%	0	NA
90021-450	Charity - Education & Literacy	2,155	3,198	18	2,185	12	67%	5	28%	1	6%
90021-500	Charity - Elderly	1,065	3,875	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
90021-960	Charity - Food Bank	1,088	3,849	3	3,526	3	100%	0	NA	0	NA
90021-600	Charity - Health	5,106	2,390	72	1,194	57	79%	15	21%	0	NA
90021-650	Charity - Human Services (i.e. assistance to individuals & families)	14,113	1,496	89	1,075	61	69%	28	31%	0	NA
90021-700	Charity - Law & Public Interest	1,120	3,823	7	2,903	4	57%	3	43%	0	NA
90021-000	Charity - Local	13,754	1,513	135	851	64	47%	48	36%	23	17%
90031-000	Charity - National	3,380	2,800	13	2,427	11	85%	2	15%	0	NA
90021-950	Charity - Other Charitable Organizations	1,716	3,409	10	2,635	6	60%	4	40%	0	NA
90021-750	Charity - Police & Firefighter Organizations	712	4,220	1	4,098	1	100%	0	NA	0	NA
90021-800	Charity - Relief & Development	299	4,879	0	4,686	0	NA	0	NA	0	NA
90021-850	Charity - Religious	2,056	3,234	5	3,160	2	40%	3	60%	0	NA
90021-900	Charity - Veterans & Military	1,393	3,616	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
60382-000	Charity Foundations	3,172	2,877	12	2,487	10	83%	2	17%	0	NA
60152-000	Charter Boat	11,293	1,667	37	1,628	17	46%	17	46%	3	8%
70531-000	Charter Bus	28,023	1,017	84	1,110	37	44%	44	52%	3	4%
60195-000	Charts	129	5,361	2	3,770	0	NA	2	100%	0	NA
70536-000	Chauffeur	1,792	3,367	2	3,770	0	NA	2	100%	0	NA
80154-000	Check Cashing Protection Systems	2,299	3,144	4	3,323	4	100%	0	NA	0	NA
20005-000	Check Cashing Services	41,397	755	246	583	191	78%	54	22%	1	0%
30096-000	Check Printing	21,537	1,190	38	1,608	38	100%	0	NA	0	NA
80155-000	Check Protection	229	5,049	0	4,686	0	NA	0	NA	0	NA
80154-100	Check Recovery Service	1,638	3,451	1	4,098	1	100%	0	NA	0	NA
80154-110	Check Verification	8	6,100	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
60419-100	Cheerleading Classes	5,152	2,376	8	2,809	6	75%	2	25%	0	NA
80156-000	Cheese	2,157	3,196	3	3,526	1	33%	2	67%	0	NA
80157-000	Cheesecloth	68	5,653	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
30098-000	Chemical Plant Equipment	1,209	3,761	1	4,098	1	100%	0	NA	0	NA
80159-100	Chemical Production	3,213	2,858	2	3,770	1	50%	1	50%	0	NA
80159-000	Chemicals	37,748	815	36	1,644	12	33%	24	67%	0	NA
60198-000	Chess Instruction	492	4,510	1	4,098	0	NA	1	100%	0	NA
60075-132	Child Advocacy Lawyer	330	4,821	2	3,770	1	50%	1	50%	0	NA
60199-000	Child Care Centers	206,207	174	310	508	189	61%	119	38%	2	1%
85348-000	Child Care Referral	2,536	3,069	3	3,526	3	100%	0	NA	0	NA
55541-000	Child Care Services	13,046	1,555	24	1,950	13	54%	10	42%	1	4%
60540-200	Child Counselor	354	4,769	0	4,686	0	NA	0	NA	0	NA
55543-000	Child Safety	1,966	3,279	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
86300-000	Childproofing	111	5,429	0	4,686	0	NA	0	NA	0	NA
44136-000	Children and Infants	671	4,273	3	3,526	3	100%	0	NA	0	NA
60290-000	Children Dentist	15,571	1,425	46	1,472	36	78%	10	22%	0	NA
50149-000	Children's Clothing Stores	52,838	638	381	432	331	87%	34	9%	16	4%
50289-000	Children's Furniture	26,496	1,046	120	913	90	75%	28	23%	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%
50479-100	Childrens Parties	2,428	3,106	30	1,782	7	23%	21	70%	2	7%
85331-100	Childrens Play Programs Instruction	2,486	3,087	23	1,978	12	52%	11	48%	0	NA
50150-000	Chimes	1,794	3,364	5	3,160	0	NA	5	100%	0	NA
55523-000	Chimney	7,503	2,040	10	2,635	4	40%	6	60%	0	NA
10026-100	Chimney Builders	1,104	3,835	3	3,526	0	NA	3	100%	0	NA
60201-000	Chimney Cleaning	148,004	250	178	718	95	53%	77	43%	6	3%
80162-000	Chimney Cleaning Equipment	1,134	3,810	4	3,323	0	NA	4	100%	0	NA
80163-000	Chimney Liners	3,694	2,697	7	2,903	6	86%	1	14%	0	NA
10026-000	Chimney Repair	78,586	459	115	934	53	46%	62	54%	0	NA
80162-110	Chimney Service	4,667	2,475	9	2,722	4	44%	5	56%	0	NA
60201-100	Chimney Sweeper	22,413	1,156	36	1,644	9	25%	27	75%	0	NA
80166-100	China Manufacturers	16	6,002	0	4,686	0	NA	0	NA	0	NA
60202-000	China Repair	1,931	3,300	36	1,644	12	33%	24	67%	0	NA
80166-000	China Wholesale	705	4,226	3	3,526	2	67%	1	33%	0	NA
50152-000	Chinese Food	1,857	3,337	18	2,185	5	28%	13	72%	0	NA
60204-000	Chiropractor Information Bureaus	287	4,910	0	4,686	0	NA	0	NA	0	NA
80167-100	Chiropractor Supplies	39	5,836	1	4,098	1	100%	0	NA	0	NA
80167-000	Chiropractor Equipment	1,659	3,436	4	3,323	3	75%	1	25%	0	NA
60205-000	Chiropractors D.C.	181,321	212	244	588	160	66%	82	34%	2	1%
80168-000	Chlorinator	36	5,854	0	4,686	0	NA	0	NA	0	NA
30101-000	Chocolate	5,916	2,286	90	1,062	80	89%	10	11%	0	NA
60600-100	Choir	39	5,836	0	4,686	0	NA	0	NA	0	NA
60206-000	Choreographer	51	5,759	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
60209-100	Christmas Decorations	1,066	3,873	9	2,722	2	22%	7	78%	0	NA
60209-000	Christmas Lights	18,074	1,301	86	1,096	52	60%	20	23%	14	16%
00114-000	Christmas Tree	13,874	1,506	98	1,016	83	85%	15	15%	0	NA
50153-000	Chucks	24	5,938	0	4,686	0	NA	0	NA	0	NA
30102-000	Church Furniture	1,592	3,478	2	3,770	2	100%	0	NA	0	NA
20027-020	Church Insurance	57	5,715	0	4,686	0	NA	0	NA	0	NA
80170-000	Church Supplies	3,001	2,923	10	2,635	8	80%	2	20%	0	NA
60210-000	Churches	15,256	1,438	28	1,838	14	50%	14	50%	0	NA
82500-000	Chute Cleaning	55	5,732	0	4,686	0	NA	0	NA	0	NA
50643-100	Cigar Bar	127	5,367	1	4,098	0	NA	1	100%	0	NA
50155-000	Cigarette Lighter	2,736	3,008	23	1,978	3	13%	20	87%	0	NA
50154-100	Cigars and Cigar Accessories	9,093	1,859	98	1,016	83	85%	11	11%	4	4%
80172-000	Cinder	27	5,914	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
60303-000	Circular Distributing Services	3,410	2,792	6	3,025	4	67%	2	33%	0	NA
60511-000	Circulating Library	26	5,924	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
80025-000	Circus Animal Foods	176	5,188	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
60212-000	Circus Companies	6,532	2,165	28	1,838	24	86%	4	14%	0	NA
80026-000	Circus Supplies	318	4,845	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
50525-000	Citizen Band Radios	1,232	3,739	3	3,526	3	100%	0	NA	0	NA
60075-155	Citizenship Lawyer	104	5,453	0	4,686	0	NA	0	NA	0	NA
30771-000	City Government	10,376	1,738	49	1,423	35	71%	14	29%	0	NA
60213-000	City Planners	764	4,153	0	4,686	0	NA	0	NA	0	NA
60336-000	Civil Engineer	30,003	962	16	2,278	13	81%	3	19%	0	NA
60075-141	Civil Lawyer	17,741	1,318	4	3,323	3	75%	1	25%	0	NA
80173-000	Clamps	106	5,444	0	4,686	0	NA	0	NA	0	NA
77400-000	Class Action Settlement Administrator	45,768	707	134	855	93	69%	41	31%	0	NA
50037-000	Classic Car Dealers	43,334	735	58	1,319	28	48%	23	40%	7	12%
30105-000	Clay	203	5,110	0	4,686	0	NA	0	NA	0	NA
50100-000	Clay Bricks	4,595	2,498	4	3,323	3	75%	1	25%	0	NA
30106-000	Clay Products	374	4,722	2	3,770	1	50%	1	50%	0	NA
10028-000	Clean Room Facility	331	4,819	2	3,770	1	50%	1	50%	0	NA
10029-000	Clean Room Installation	332	4,816	0	4,686	0	NA	0	NA	0	NA
66005-000	Clean Up Services	12,714	1,575	13	2,427	6	46%	7	54%	0	NA
80174-000	Cleaners and Dyers Equipment	181	5,168	2	3,770	1	50%	1	50%	0	NA
80175-000	Cleaners and Dyers Supplies	26	5,924	0	4,686	0	NA	0	NA	0	NA
80176-000	Cleaning Compounds	2,384	3,116	3	3,526	1	33%	2	67%	0	NA
60505-000	Cleaning Leather	717	4,213	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%
66002-000	Cleaning Services	405,280	80	497	352	216	43%	273	55%	8	2%
61038-000	Cleaning Supplies	46,355	700	160	762	96	60%	32	20%	32	20%
61041-000	Cleaning Supplies by Internet	13,368	1,537	24	1,950	14	58%	3	13%	7	29%
61039-000	Cleaning Supplies by Mail	338	4,805	0	4,686	0	NA	0	NA	0	NA
61040-000	Cleaning Supplies Sales	11,297	1,666	53	1,371	31	58%	22	42%	0	NA
80177-000	Cleaning Systems	2,580	3,053	1	4,098	0	NA	1	100%	0	NA
85295-010	Clear Bra	49	5,768	0	4,686	0	NA	0	NA	0	NA
60217-000	Clergy	474	4,538	0	4,686	0	NA	0	NA	0	NA
60218-000	Clinic	176,877	218	1,068	195	748	70%	302	28%	18	2%
60487-400	Clinical Trials	2,379	3,118	3	3,526	1	33%	2	67%	0	NA
60219-000	Clipping Service	94	5,510	0	4,686	0	NA	0	NA	0	NA
30107-000	Clock Components	162	5,243	1	4,098	0	NA	1	100%	0	NA
50156-000	Clock Dealers	8,548	1,915	51	1,402	37	73%	12	24%	2	4%
80178-100	Clock Manufacturers	485	4,527	4	3,323	3	75%	1	25%	0	NA
50157-000	Clock Repair	27,283	1,034	66	1,244	26	39%	37	56%	3	5%
80722-000	Closed Circuit TV	1,248	3,725	8	2,809	6	75%	2	25%	0	NA
50158-000	Closet Organizers	32,045	923	125	891	81	65%	43	34%	1	1%
60220-000	Cloth Cutting	66	5,665	0	4,686	0	NA	0	NA	0	NA
30257-000	Clothes Hangers	434	4,611	5	3,160	2	40%	3	60%	0	NA
80585-000	Clothes Pressing Machine	51	5,759	0	4,686	0	NA	0	NA	0	NA
55093-000	Clothing	740,703	37	6,092	41	3,440	56%	2,559	42%	93	2%
60034-000	Clothing Alterations	22,593	1,151	28	1,838	11	39%	16	57%	1	4%
30350-000	Clothing Lining	455	4,568	8	2,809	2	25%	6	75%	0	NA
60245-200	Cloud Services	13,424	1,534	163	752	129	79%	34	21%	0	NA
70518-010	Clowns	15	6,015	0	4,686	0	NA	0	NA	0	NA
50160-000	Clubs and Organizations	82,370	439	118	921	81	69%	30	25%	7	6%
50161-000	Clutches	1,170	3,788	9	2,722	7	78%	1	11%	1	11%
30371-100	CNC Machining	2,798	2,984	4	3,323	2	50%	2	50%	0	NA
55546-000	Coaching	10,999	1,693	51	1,402	38	75%	10	20%	3	6%
50162-000	Coal	806	4,108	1	4,098	1	100%	0	NA	0	NA
00115-000	Coal Brokers	424	4,626	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
50621-100	Coal Stoves	84	5,558	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
80180-000	Coal Wholesale	294	4,891	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
60221-000	Coat of Arms	132	5,351	0	4,686	0	NA	0	NA	0	NA
80181-000	Coated Fabrics	247	5,006	2	3,770	0	NA	2	100%	0	NA
50337-300	Cochlear Implant Procedure	36	5,854	0	4,686	0	NA	0	NA	0	NA
50163-000	Cocktail Bar	4,746	2,458	11	2,554	2	18%	9	82%	0	NA
30113-000	Cocktail Mixes	727	4,200	5	3,160	5	100%	0	NA	0	NA
30101-100	Cocoa	79	5,582	0	4,686	0	NA	0	NA	0	NA
30377-000	Coding and Marking	987	3,946	5	3,160	1	20%	4	80%	0	NA
50164-000	Coffee and Tea	51,946	649	385	430	308	80%	67	17%	10	3%
50165-000	Coffee Break Services and Supplies	5,385	2,344	27	1,867	7	26%	20	74%	0	NA
80183-000	Coffee Brewing	9,705	1,797	105	985	91	87%	14	13%	0	NA
80184-100	Coffee Roasting	337	4,807	2	3,770	2	100%	0	NA	0	NA
80184-000	Coffee Roasting and Handling Equipment	3,814	2,672	10	2,635	10	100%	0	NA	0	NA
50164-010	Coffee Shop	11,406	1,657	196	680	174	89%	19	10%	3	2%
60222-000	Coil Winding	79	5,582	0	4,686	0	NA	0	NA	0	NA
60224-000	Coils	123	5,383	1	4,098	0	NA	1	100%	0	NA
50166-000	Coin Card	1,376	3,628	10	2,635	10	100%	0	NA	0	NA
50167-010	Coin Collecting Supplies	648	4,303	17	2,233	0	NA	0	NA	17	100%
80185-200	Coin Counter	26	5,924	0	4,686	0	NA	0	NA	0	NA
50167-000	Coin Dealers	576,622	63	370	443	319	86%	47	13%	4	1%
30115-000	Coin Manufacturers	1,249	3,722	9	2,722	0	NA	9	100%	0	NA
30373-000	Coin Operated Washer and Dryer	6,224	2,224	54	1,360	39	72%	14	26%	1	2%
80185-000	Coin Sorter	1,255	3,715	32	1,730	32	100%	0	NA	0	NA
50168-000	Coin Wrappers	11	6,056	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
32000-100	Cold Storage Doors	12	6,043	0	4,686	0	NA	0	NA	0	NA
70643-000	Cold Storage Warehouse	4,015	2,624	4	3,323	1	25%	3	75%	0	NA
30116-000	Cold Type Composition	20	5,969	0	4,686	0	NA	0	NA	0	NA
60075-133	Collaborative Divorce Attorney	1,297	3,689	1	4,098	1	100%	0	NA	0	NA
80186-000	Collapsible Tube	10	6,070	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%
80187-000	Collating Equipment	1	6,181	0	4,686	0	NA	0	NA	0	NA
50169-000	Collectibles	127,186	284	1,190	183	799	67%	390	33%	1	0%
60075-128	Collection Attorney	101,870	353	409	412	380	93%	29	7%	0	NA
30117-000	Collection Systems	63,330	551	490	359	387	79%	92	19%	11	2%
60226-000	Collections Agencies	2,889,822	6	21,763	6	20,300	93%	1,153	5%	310	1%
82600-200	College Admissions Counselor	13,031	1,558	30	1,782	27	90%	3	10%	0	NA
60779-000	College and University	188,102	205	721	261	567	79%	147	20%	7	1%
60781-100	College Preparatory School	11,741	1,639	7	2,903	4	57%	3	43%	0	NA
82600-000	College Savings Plans	9,108	1,854	36	1,644	31	86%	5	14%	0	NA
74000-000	Colocation Services	443	4,598	1	4,098	1	100%	0	NA	0	NA
60227-000	Colon Hydrotherapy	3,546	2,747	2	3,770	0	NA	2	100%	0	NA
30118-000	Color Cards	57	5,715	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
60229-100	Color Matching Equipment	7	6,110	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
30119-000	Color Separation Offset Printing	134	5,343	0	4,686	0	NA	0	NA	0	NA
60134-110	Colorist	32	5,879	0	4,686	0	NA	0	NA	0	NA
30120-000	Colors	308	4,857	0	4,686	0	NA	0	NA	0	NA
60271-100	Columbarium	74	5,612	0	4,686	0	NA	0	NA	0	NA
30122-000	Columns	523	4,461	0	4,686	0	NA	0	NA	0	NA
80188-000	Combs	13	6,031	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
50170-000	Comic Book	14,877	1,452	150	799	35	23%	115	77%	0	NA
10182-300	Commercial Air Conditioning Contractors	125,985	292	145	812	112	77%	31	21%	2	1%
44006-110	Commercial Appliance Repair	1,414	3,600	0	4,686	0	NA	0	NA	0	NA
60350-015	Commercial Appraisals	305	4,865	5	3,160	1	20%	4	80%	0	NA
60065-000	Commercial Artist	2,494	3,085	3	3,526	1	33%	2	67%	0	NA
60056-100	Commercial Blueprints	169	5,213	0	4,686	0	NA	0	NA	0	NA
55524-000	Commercial Building	4,775	2,451	3	3,526	0	NA	3	100%	0	NA
60165-100	Commercial Building Inspection	1,593	3,476	2	3,770	1	50%	1	50%	0	NA
66002-100	Commercial Cleaning Services	85,829	428	23	1,978	11	48%	12	52%	0	NA
60226-010	Commercial Collection Agency	2,842	2,969	7	2,903	4	57%	3	43%	0	NA
85310-000	Commercial Contractors	153,866	243	85	1,104	45	53%	38	45%	2	2%
50221-500	Commercial Doors	8,364	1,937	4	3,323	2	50%	2	50%	0	NA
10049-100	Commercial Electrician	68,688	512	19	2,141	13	68%	5	26%	1	5%
80282-100	Commercial Fans	15	6,015	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
30256-000	Commercial Garbage Disposal	5,131	2,383	28	1,838	17	61%	11	39%	0	NA
10035-020	Commercial General Contractor	9,747	1,794	22	2,016	13	59%	9	41%	0	NA
20080-100	Commercial Insurance Services	19,041	1,267	39	1,589	31	79%	8	21%	0	NA
60470-300	Commercial Interior Designers	3,853	2,665	7	2,903	6	86%	1	14%	0	NA
10006-310	Commercial Kitchen Renovation	411	4,653	2	3,770	0	NA	2	100%	0	NA
10006-300	Commercial Kitchen Rental	1,148	3,802	1	4,098	0	NA	1	100%	0	NA
00155-200	Commercial Landscape Contractors	34,392	872	37	1,628	22	59%	15	41%	0	NA
20047-120	Commercial Loans	3,808	2,675	18	2,185	3	17%	15	83%	0	NA
80811-000	Commercial Manufacturers	50,369	667	515	347	437	85%	77	15%	1	0%
10095-300	Commercial Painter	69,868	506	63	1,266	22	35%	41	65%	0	NA
10095-200	Commercial Painting Contractors	29,274	982	15	2,320	11	73%	4	27%	0	NA
60657-000	Commercial Photographer	25,562	1,066	96	1,026	78	81%	18	19%	0	NA
10113-100	Commercial Plumber	38,106	806	32	1,730	24	75%	7	22%	1	3%
30786-000	Commercial Products Wholesale and Distributor	59,316	582	505	350	479	95%	26	5%	0	NA
60732-110	Commercial Property Management	15,120	1,441	66	1,244	47	71%	18	27%	1	2%
60729-100	Commercial Real Estate	43,874	729	309	509	60	19%	249	81%	0	NA
80600-000	Commercial Refrigeration	33,390	893	23	1,978	12	52%	11	48%	0	NA
10006-320	Commercial Renovation	1,479	3,549	3	3,526	2	67%	1	33%	0	NA
10126-200	Commercial Roofing	117,916	313	79	1,147	47	59%	30	38%	2	3%
80641-100	Commercial Sewing Machine	22	5,954	2	3,770	2	100%	0	NA	0	NA
70605-100	Commercial Snow Removal Service	4,335	2,555	3	3,526	2	67%	1	33%	0	NA
50659-110	Commercial Tire Sales	1,311	3,677	8	2,809	6	75%	2	25%	0	NA
50659-100	Commercial Tire Service	11,722	1,642	37	1,628	10	27%	27	73%	0	NA
80746-010	Commercial Truck Repair	1,762	3,384	7	2,903	4	57%	3	43%	0	NA
80762-000	Commercial Vacuum Cleaners	494	4,505	1	4,098	1	100%	0	NA	0	NA
10066-100	Commercial Window Tinting	4,962	2,422	7	2,903	5	71%	2	29%	0	NA
60230-000	Commercials	550	4,424	1	4,098	1	100%	0	NA	0	NA
10030-000	Commissary Contractors	4,522	2,516	342	466	338	99%	3	1%	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%
20007-000	Commodity Broker	6,091	2,246	56	1,340	54	96%	2	4%	0	NA
20007-200	Commodity Trading Advisory Service	6,599	2,155	21	2,054	16	76%	5	24%	0	NA
44020-000	Communication	14,562	1,468	297	520	281	95%	14	5%	2	1%
60231-000	Communication Consultant	18,836	1,273	44	1,500	31	70%	12	27%	1	2%
80677-000	Communication Devices	4,364	2,547	44	1,500	35	80%	8	18%	1	2%
30560-000	Compact Disc Manufacturer	777	4,136	1	4,098	0	NA	1	100%	0	NA
30124-000	Compactor Parts	101	5,467	0	4,686	0	NA	0	NA	0	NA
60803-000	Comparative Shopping Service	8,525	1,917	29	1,813	29	100%	0	NA	0	NA
50172-000	Compass	14	6,022	1	4,098	1	100%	0	NA	0	NA
60172-101	Compliance Consulting	75,262	481	208	651	188	90%	20	10%	0	NA
85349-110	Composite Decking	2,530	3,071	18	2,185	16	89%	2	11%	0	NA
86500-000	Composter	1,631	3,455	13	2,427	1	8%	12	92%	0	NA
60884-000	Composting Toilet	1,151	3,801	8	2,809	3	38%	5	63%	0	NA
50488-100	Compounding Pharmacy	18,598	1,279	35	1,665	18	51%	13	37%	4	11%
80385-200	Compression Clothing	13,839	1,509	71	1,205	38	54%	33	46%	0	NA
60233-000	Compressor Rental	74	5,612	0	4,686	0	NA	0	NA	0	NA
60234-000	Compressor Repair	653	4,296	1	4,098	1	100%	0	NA	0	NA
80190-000	Compressors	3,864	2,661	2	3,770	2	100%	0	NA	0	NA
68000-000	Computer Assisted Design Services	3,378	2,801	36	1,644	9	25%	27	75%	0	NA
60237-000	Computer Bulletin Boards	3,375	2,802	3	3,526	0	NA	0	NA	3	100%
60238-000	Computer Cable Installation	8,881	1,879	38	1,608	35	92%	2	5%	1	3%
60245-100	Computer Cleaning Service	2,069	3,228	1	4,098	1	100%	0	NA	0	NA
85320-000	Computer Consultant	37,632	816	54	1,360	23	43%	28	52%	3	6%
50173-000	Computer Dealers	240,104	151	2,722	90	2,440	90%	279	10%	3	0%
60239-000	Computer Disaster Recovery	6,486	2,176	27	1,867	19	70%	8	30%	0	NA
85100-000	Computer Facilities Management Services	1,367	3,636	1	4,098	0	NA	1	100%	0	NA
50174-000	Computer Furniture	3,672	2,700	9	2,722	1	11%	7	78%	1	11%
65474-000	Computer Gaming Center	5,563	2,322	80	1,143	57	71%	22	28%	1	1%
60235-000	Computer Hardware	278,578	123	5,229	47	4,864	93%	323	6%	42	1%
80191-100	Computer Manufacturers	3,414	2,791	82	1,131	63	77%	10	12%	9	11%
50175-000	Computer Parts	99,746	365	889	222	712	80%	174	20%	3	0%
60246-100	Computer Programming	12,169	1,606	33	1,712	19	58%	13	39%	1	3%
60243-000	Computer Rental	7,265	2,068	3	3,526	2	67%	1	33%	0	NA
60245-000	Computer Repair	199,765	188	557	327	348	62%	192	34%	17	3%
60244-000	Computer Room Equipment	870	4,048	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
60235-300	Computer Services	51,544	655	586	315	488	83%	92	16%	6	1%
60235-010	Computer Software	178,138	216	1,038	199	768	74%	227	22%	43	4%
60236-000	Computer Software Developers	215,288	169	2,711	91	2,404	89%	267	10%	40	1%
50175-100	Computer Supplies	9,878	1,786	85	1,104	52	61%	33	39%	0	NA
60246-000	Computer System Designers	71,710	498	116	928	85	73%	23	20%	8	7%
60248-000	Computer Training	33,866	884	47	1,458	36	77%	11	23%	0	NA
60417-100	Concealed Carry Training	9,639	1,803	46	1,472	35	76%	11	24%	0	NA
55565-000	Concert	345	4,790	8	2,809	4	50%	4	50%	0	NA
60249-000	Concert Bureaus	133	5,346	1	4,098	1	100%	0	NA	0	NA
61066-000	Concert Hall	2,259	3,161	61	1,284	28	46%	33	54%	0	NA
60249-100	Concert Performers	323	4,830	12	2,487	3	25%	9	75%	0	NA
60881-000	Concert Promoters	9,259	1,839	101	1,004	68	67%	32	32%	1	1%
50177-000	Concession Stands	1,867	3,331	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
85358-000	Concierge Service	21,651	1,184	158	772	148	94%	9	6%	1	1%
10015-000	Concrete	100,242	362	291	527	72	25%	207	71%	12	4%
80192-000	Concrete Additives	479	4,530	0	4,686	0	NA	0	NA	0	NA
80193-000	Concrete Aggregates	3,212	2,859	3	3,526	0	NA	3	100%	0	NA
50178-000	Concrete Blocks	5,930	2,280	7	2,903	5	71%	2	29%	0	NA
80194-000	Concrete Breaking	907	4,014	0	4,686	0	NA	0	NA	0	NA
50101-000	Concrete Bricks	10,274	1,748	14	2,374	5	36%	9	64%	0	NA
80195-000	Concrete Construction Forms	10,223	1,753	16	2,278	8	50%	8	50%	0	NA
10032-000	Concrete Contractors	1,007,616	29	933	216	413	44%	501	54%	19	2%
50191-200	Concrete Countertops	1,855	3,339	7	2,903	2	29%	5	71%	0	NA
80196-000	Concrete Curing	1,359	3,640	1	4,098	1	100%	0	NA	0	NA
10031-010	Concrete Cutting	2,319	3,136	2	3,770	2	100%	0	NA	0	NA
10032-100	Concrete Leveling	22,932	1,140	16	2,278	12	75%	4	25%	0	NA
60250-000	Concrete Mixer Rental	128	5,363	0	4,686	0	NA	0	NA	0	NA
80197-000	Concrete Mixers	1,547	3,510	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%
30128-000	Concrete Mixing Plant Equipment	416	4,642	1	4,098	0	NA	1	100%	0	NA
30127-000	Concrete Molding	373	4,724	1	4,098	0	NA	1	100%	0	NA
50179-000	Concrete Patching Compound	568	4,406	0	4,686	0	NA	0	NA	0	NA
50180-000	Concrete Products	21,766	1,179	21	2,054	12	57%	9	43%	0	NA
10033-000	Concrete Pumping	8,984	1,866	2	3,770	0	NA	2	100%	0	NA
50181-000	Concrete Reinforcements	2,685	3,026	1	4,098	0	NA	1	100%	0	NA
10031-100	Concrete Removal	1,579	3,487	0	4,686	0	NA	0	NA	0	NA
10032-102	Concrete Repair	4,816	2,442	14	2,374	5	36%	9	64%	0	NA
10032-200	Concrete Restoration	21,276	1,201	28	1,838	13	46%	14	50%	1	4%
10031-000	Concrete Sawing	9,554	1,811	0	4,686	0	NA	0	NA	0	NA
60250-100	Concrete Sealers	1,456	3,566	3	3,526	1	33%	2	67%	0	NA
10095-010	Concrete Staining	1,114	3,826	2	3,770	1	50%	1	50%	0	NA
30673-000	Concrete Tanks	432	4,613	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
30129-000	Condiments and Sauces	3,307	2,819	4	3,323	2	50%	2	50%	0	NA
60251-000	Condominium	32,240	917	130	874	67	52%	63	48%	0	NA
30130-000	Conduit and Fittings	372	4,725	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
30075-000	Confectionery Manufacturers	1,135	3,809	8	2,809	1	13%	7	88%	0	NA
80132-000	Confectionery Supplies	364	4,744	0	4,686	0	NA	0	NA	0	NA
60252-000	Conference Center	1,939	3,295	10	2,635	6	60%	4	40%	0	NA
96000-250	Conscious Business	4,738	2,460	6	3,025	6	100%	0	NA	0	NA
50159-000	Consignment Clothes	49,693	673	869	227	801	92%	57	7%	11	1%
50183-000	Consignment Services	18,009	1,305	57	1,330	17	30%	36	63%	4	7%
55525-000	Construction	411,503	79	1,398	163	342	24%	1,016	73%	40	3%
60075-148	Construction Accident Lawyer	191	5,134	0	4,686	0	NA	0	NA	0	NA
60075-129	Construction Defect Attorney	777	4,136	1	4,098	1	100%	0	NA	0	NA
80201-100	Construction Equipment	32,039	924	35	1,665	18	51%	17	49%	0	NA
10034-000	Construction Estimate	7,538	2,036	12	2,487	5	42%	7	58%	0	NA
80286-100	Construction Fasteners	78	5,591	0	4,686	0	NA	0	NA	0	NA
60075-157	Construction Lawyers	237	5,028	1	4,098	0	NA	1	100%	0	NA
20047-600	Construction Loans	627	4,325	0	4,686	0	NA	0	NA	0	NA
60253-000	Construction Management	71,667	499	49	1,423	28	57%	20	41%	1	2%
70560-100	Construction Material Landfills	1,081	3,855	4	3,323	4	100%	0	NA	0	NA
60254-000	Construction Reports	1,216	3,756	7	2,903	2	29%	5	71%	0	NA
10177-000	Construction Services	2,452,597	8	1,963	124	975	50%	937	48%	51	3%
60056-010	Construction Specs	30	5,893	1	4,098	1	100%	0	NA	0	NA
86100-000	Construction Supplies	21,915	1,174	37	1,628	28	76%	9	24%	0	NA
30767-000	Consulates	409	4,660	2	3,770	0	NA	2	100%	0	NA
44021-000	Consultant	50,628	665	96	1,026	30	31%	62	65%	4	4%
60255-000	Consumer Cooperative Organizations	7,799	2,007	10	2,635	8	80%	1	10%	1	10%
20027-310	Consumer Directed Services	1,605	3,466	2	3,770	1	50%	1	50%	0	NA
20049-000	Consumer Finance Companies	943,256	31	9,102	25	8,767	96%	278	3%	57	1%
60075-102	Consumer Fraud Lawyers	5,288	2,356	1	4,098	1	100%	0	NA	0	NA
50184-000	Contact Lenses	89,726	407	560	323	477	85%	80	14%	3	1%
70538-000	Containerized Freight Service	7,648	2,025	33	1,712	18	55%	14	42%	1	3%
72500-000	Content Management System	4,056	2,612	9	2,722	4	44%	5	56%	0	NA
60256-000	Contest Arranging and Judging	1,711	3,413	9	2,722	3	33%	5	56%	1	11%
85364-000	Continuing Education	53,241	633	89	1,075	70	79%	19	21%	0	NA
30132-000	Contract Manufacturing	24,467	1,095	40	1,571	32	80%	8	20%	0	NA
85289-000	Contractor Referral	127,160	285	1,314	175	1,262	96%	51	4%	1	0%
80201-000	Contractors Equipment	19,152	1,263	27	1,867	19	70%	8	30%	0	NA
60257-000	Contractors Equipment Rental	16,153	1,397	27	1,867	16	59%	11	41%	0	NA
80200-000	Control Systems	12,498	1,587	4	3,323	2	50%	2	50%	0	NA
80200-200	Controls	845	4,073	5	3,160	5	100%	0	NA	0	NA
50199-000	Convenience Store	93,329	394	545	334	253	46%	280	51%	12	2%
60260-000	Convent	18	5,985	1	4,098	0	NA	1	100%	0	NA
60259-000	Convention Facilities	5,519	2,329	20	2,098	3	15%	17	85%	0	NA
60258-000	Convention Information	160	5,252	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
60259-100	Convention Services	301	4,874	6	3,025	3	50%	3	50%	0	NA
80202-100	Conveying Equipment	243	5,016	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
50185-000	Cookies	8,110	1,964	39	1,589	22	56%	17	44%	0	NA
60261-000	Cooking Classes	3,886	2,657	31	1,760	1	3%	20	65%	10	32%

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%
50186-000	Cooking Utensils	42,757	741	372	440	297	80%	74	20%	1	0%
30134-000	Cooling Tower	816	4,097	0	4,686	0	NA	0	NA	0	NA
50040-100	Co-Op Car Dealers	6,633	2,148	13	2,427	9	69%	4	31%	0	NA
80203-000	Copier	26,140	1,052	32	1,730	20	63%	12	38%	0	NA
80204-000	Copper	176	5,188	1	4,098	1	100%	0	NA	0	NA
80205-000	Copper Products	555	4,417	0	4,686	0	NA	0	NA	0	NA
80206-000	Coppersmith	1,026	3,912	3	3,526	3	100%	0	NA	0	NA
60262-000	Copy Services	22,267	1,163	33	1,712	17	52%	14	42%	2	6%
60263-210	Copyright Agent	221	5,066	0	4,686	0	NA	0	NA	0	NA
60263-200	Copyright Consultant	817	4,094	3	3,526	0	NA	3	100%	0	NA
60263-000	Copywriter	1,283	3,700	3	3,526	1	33%	2	67%	0	NA
60263-100	Copywriting	10,144	1,762	29	1,813	11	38%	16	55%	2	7%
60148-100	Cord Blood Banking	3,477	2,773	35	1,665	31	89%	4	11%	0	NA
80756-100	Cords	121	5,392	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
30136-000	Corn Products	444	4,592	0	4,686	0	NA	0	NA	0	NA
30137-000	Cornice	8	6,100	0	4,686	0	NA	0	NA	0	NA
55539-000	Corporate	3,062	2,909	5	3,160	5	100%	0	NA	0	NA
85010-000	Corporate Awards	1,355	3,648	0	4,686	0	NA	0	NA	0	NA
65259-200	Corporate Event Planners	6,580	2,158	9	2,722	3	33%	6	67%	0	NA
85010-100	Corporate Gifts	2,235	3,174	8	2,809	1	13%	7	88%	0	NA
85368-000	Corporate Lodging	17,421	1,340	41	1,552	33	80%	8	20%	0	NA
96000-800	Corporate Social Responsibility	7	6,110	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
60075-165	Corporation Lawyer	428	4,619	0	4,686	0	NA	0	NA	0	NA
60264-000	Correspondence Schools	82,132	441	278	545	235	85%	40	14%	3	1%
30138-000	Corrosion Control	826	4,086	0	4,686	0	NA	0	NA	0	NA
30054-000	Corrugated Boxes	5,200	2,367	3	3,526	0	NA	3	100%	0	NA
80484-000	Corrugated 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
50188-100	Corsets	174	5,194	2	3,770	0	NA	2	100%	0	NA
60292-000	Cosmetic Dentistry	63,830	546	716	264	688	96%	28	4%	0	NA
80209-000	Cosmetic Manufacturers	25,117	1,079	308	510	294	95%	14	5%	0	NA
61036-000	Cosmetics Sales	217,306	168	1,525	152	1,260	83%	260	17%	5	0%
50190-100	Costume Accessories	2,988	2,928	15	2,320	3	20%	12	80%	0	NA
50190-000	Costume Fabrics	4,361	2,549	22	2,016	7	32%	15	68%	0	NA
65733-110	Cottage rentals	3,046	2,912	21	2,054	13	62%	8	38%	0	NA
00118-000	Cotton	375	4,720	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
80210-000	Cotton Gin	1,085	3,854	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
80776-000	Cotton Waste	27	5,914	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
44022-000	Counseling	33,333	896	314	501	252	80%	61	19%	1	0%
80214-000	Counterfeit Money Detection Devices	69	5,648	0	4,686	0	NA	0	NA	0	NA
50191-100	Countertop Fabrication	11,015	1,689	15	2,320	8	53%	7	47%	0	NA
50191-150	Countertop Resurfacing	149	5,278	1	4,098	1	100%	0	NA	0	NA
50191-000	Countertops	138,394	259	301	517	178	59%	117	39%	6	2%
30772-000	County Government	9,531	1,814	61	1,284	5	8%	56	92%	0	NA
80215-000	Couplings	74	5,612	0	4,686	0	NA	0	NA	0	NA
90032-000	Coupon Books	23,301	1,128	45	1,483	32	71%	3	7%	10	22%
30694-000	Coupon Printer	999	3,939	2	3,770	1	50%	1	50%	0	NA
90032-100	Coupon Service	106,015	340	656	283	609	93%	41	6%	6	1%
70000-000	Couriers	33,529	888	107	975	66	62%	40	37%	1	1%
60749-000	Court Reporter	5,382	2,345	5	3,160	2	40%	3	60%	0	NA
61011-020	Covid Testing	20,044	1,228	110	962	68	62%	42	38%	0	NA
60623-100	Coworking Space	374	4,722	2	3,770	0	NA	2	100%	0	NA
60004-000	CPA	246,966	144	143	818	96	67%	43	30%	4	3%
60971-102	CPR Certification	45,484	710	77	1,155	59	77%	16	21%	2	3%
50193-000	Craft Classes	4,619	2,486	22	2,016	10	45%	12	55%	0	NA
50192-000	Craft Dealers	7,335	2,058	27	1,867	18	67%	9	33%	0	NA
50192-100	Craft Gallery	603	4,358	1	4,098	0	NA	1	100%	0	NA
50194-000	Craft Supplies	41,607	752	395	422	219	55%	166	42%	10	3%
80219-000	Crane Parts	382	4,700	0	4,686	0	NA	0	NA	0	NA
10036-000	Crane Service	12,158	1,609	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%
80218-000	Cranes	5,083	2,395	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
30141-000	Crankshaft Manufacturers	59	5,704	0	4,686	0	NA	0	NA	0	NA
70574-000	Crating Service	5,746	2,303	9	2,722	6	67%	2	22%	1	11%
00130-100	Crawfish Farm	262	4,966	2	3,770	2	100%	0	NA	0	NA
85311-000	Crawl Space Contractors	18,491	1,286	15	2,320	9	60%	6	40%	0	NA
85311-100	Crawl Space Encapsulation	2,141	3,202	1	4,098	0	NA	0	NA	1	100%
60266-000	Credit and Debt Counseling	288,993	115	411	410	274	67%	129	31%	8	2%
80221-000	Credit Card Equipment	27,405	1,031	216	630	208	96%	6	3%	2	1%
85221-100	Credit Card Merchant Services	163,712	230	2,329	104	2,284	98%	43	2%	2	0%
85221-000	Credit Card Processing Services	144,083	251	1,032	200	971	94%	57	6%	4	0%
60267-000	Credit Card Protection Services	10,135	1,764	45	1,483	27	60%	14	31%	4	9%
20008-000	Credit Cards and Plans	315,001	102	11,179	21	11,101	99%	72	1%	6	0%
90027-000	Credit Repair Advanced Fee	201,918	186	594	309	438	74%	141	24%	15	3%
90027-100	Credit Repair No Advanced Fee	62,610	557	133	860	123	92%	8	6%	2	2%
90027-200	Credit Repair Services	140,880	255	555	329	352	63%	193	35%	10	2%
60268-000	Credit Reporting Agencies	137,144	261	5,436	45	5,333	98%	86	2%	17	0%
20079-000	Credit Services	198,844	189	1,459	157	1,364	93%	90	6%	5	0%
20009-000	Credit Union	359,156	90	3,761	74	3,504	93%	257	7%	0	NA
60269-000	Cremation	66,094	527	50	1,411	38	76%	12	24%	0	NA
60270-000	Cremation Urns	8,752	1,889	12	2,487	11	92%	1	8%	0	NA
60269-010	Crematorium	220	5,067	0	4,686	0	NA	0	NA	0	NA
30142-000	Creosote	142	5,304	0	4,686	0	NA	0	NA	0	NA
85261-000	Crime Scene Clean Up	9,256	1,840	4	3,323	3	75%	1	25%	0	NA
60075-117	Criminal Lawyer	41,149	759	34	1,691	27	79%	7	21%	0	NA
85293-010	Criminal Record Check	147	5,283	1	4,098	0	NA	1	100%	0	NA
60272-000	Criminologist	7	6,110	0	4,686	0	NA	0	NA	0	NA
60273-000	Crisis Intervention Services	1,220	3,749	3	3,526	1	33%	2	67%	0	NA
20022-000	Crop Insurance	900	4,018	0	4,686	0	NA	0	NA	0	NA
60386-200	Crowdfunding	30,388	954	429	396	405	94%	21	5%	3	1%
80614-000	Crude Rubber	17	5,993	0	4,686	0	NA	0	NA	0	NA
70539-000	Cruises	54,204	622	2,055	120	1,779	87%	274	13%	2	0%
80698-000	Crushed Stone	2,484	3,088	3	3,526	1	33%	2	67%	0	NA
60274-000	Crushing and Pulverizing	454	4,570	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
50195-000	Crutches	36	5,854	0	4,686	0	NA	0	NA	0	NA
60275-000	Cryogenics	1,307	3,680	3	3,526	0	NA	3	100%	0	NA
65543-100	Cryotherapy	1,622	3,460	10	2,635	7	70%	3	30%	0	NA
20014-010	Cryptocurrency Exchange	46,646	697	2,547	96	1,952	77%	577	23%	18	1%
60202-100	Crystal Repair	9	6,088	0	4,686	0	NA	0	NA	0	NA
80458-000	Cultured Marble	5,800	2,298	4	3,323	3	75%	1	25%	0	NA
30143-000	Culverts	489	4,516	0	4,686	0	NA	0	NA	0	NA
30144-000	Cupola	59	5,704	0	4,686	0	NA	0	NA	0	NA
20014-000	Currency Exchange	8,493	1,927	32	1,730	8	25%	24	75%	0	NA
80224-000	Curtain Manufacturers	3,145	2,887	18	2,185	1	6%	17	94%	0	NA
55681-000	Curtains	610	4,345	8	2,809	2	25%	2	25%	4	50%
50196-000	Cushions	2,798	2,984	10	2,635	6	60%	4	40%	0	NA
70540-000	Custom Broker	4,231	2,573	1	4,098	0	NA	1	100%	0	NA
50121-010	Custom Cabinets	6,382	2,198	31	1,760	14	45%	16	52%	1	3%
50038-000	Custom Car Dealers	4,537	2,510	23	1,978	14	61%	9	39%	0	NA
10032-101	Custom Concrete	37,758	813	45	1,483	13	29%	32	71%	0	NA
50224-000	Custom Curtains	23,002	1,138	48	1,440	28	58%	19	40%	1	2%
50224-100	Custom Draperies	661	4,285	0	4,686	0	NA	0	NA	0	NA
55027-000	Custom Framing	10,367	1,740	37	1,628	33	89%	3	8%	1	3%
70001-110	Custom Golf Carts	1,305	3,682	7	2,903	1	14%	6	86%	0	NA
77000-000	Custom Harvesting	721	4,211	0	4,686	0	NA	0	NA	0	NA
10078-200	Custom Home Builder	99,676	366	79	1,147	45	57%	30	38%	4	5%
30319-100	Custom Knives	16,031	1,404	67	1,234	38	57%	29	43%	0	NA
30198-100	Custom Logo Apparel	21,287	1,200	218	621	85	39%	127	58%	6	3%
30371-000	Custom Machinery	6,113	2,239	3	3,526	1	33%	2	67%	0	NA
80041-100	Custom Rims	31,314	937	202	665	78	39%	85	42%	39	19%
44024-000	Custom Service	6,691	2,140	53	1,371	9	17%	44	83%	0	NA
50576-000	Custom Shirts	28,691	999	318	492	251	79%	39	12%	28	9%
50580-000	Custom Shoes	9,146	1,850	42	1,531	16	38%	25	60%	1	2%
50791-000	Custom Suits	6,096	2,244	27	1,867	24	89%	3	11%	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%
60487-100	Custom Synthesis	18	5,985	1	4,098	0	NA	1	100%	0	NA
85321-000	Custom Tile Painting	494	4,505	0	4,686	0	NA	0	NA	0	NA
80041-110	Custom Wheels	10,062	1,770	39	1,589	33	85%	6	15%	0	NA
44025-100	Customer Relationship Management	4,065	2,609	15	2,320	10	67%	5	33%	0	NA
44025-000	Customer Service	11,773	1,637	30	1,782	24	80%	5	17%	1	3%
70541-000	Customs Consultant	1,009	3,932	2	3,770	0	NA	2	100%	0	NA
50197-000	Cutlery	46,298	701	120	913	115	96%	5	4%	0	NA
80526-000	Cutting Oil	27	5,914	0	4,686	0	NA	0	NA	0	NA
80225-000	Cutting Services	693	4,241	1	4,098	1	100%	0	NA	0	NA
50664-000	Cutting Tools	4,767	2,454	9	2,722	8	89%	1	11%	0	NA
65243-100	Cyber Security	13,528	1,524	52	1,381	39	75%	13	25%	0	NA
30146-100	Cylinder Head	710	4,222	1	4,098	1	100%	0	NA	0	NA
30146-000	Cylinder Repair	501	4,492	0	4,686	0	NA	0	NA	0	NA
00120-000	Dairy	3,194	2,870	7	2,903	4	57%	3	43%	0	NA
00121-000	Dairy Consultant	211	5,087	0	4,686	0	NA	0	NA	0	NA
80226-000	Dairy Equipment	1,114	3,826	1	4,098	0	NA	1	100%	0	NA
80227-000	Dairy Equipment Repair	172	5,205	0	4,686	0	NA	0	NA	0	NA
44026-000	Dance	4,495	2,520	28	1,838	15	54%	13	46%	0	NA
85369-000	Dance Apparel	3,003	2,922	11	2,554	7	64%	4	36%	0	NA
60277-000	Dance Company	11,363	1,659	24	1,950	9	38%	14	58%	1	4%
60278-000	Dance Instruction	21,142	1,204	65	1,254	35	54%	30	46%	0	NA
50200-000	Dance Supplies	1,410	3,604	4	3,323	0	NA	4	100%	0	NA
60660-000	Darkroom Rental	103	5,456	0	4,686	0	NA	0	NA	0	NA
50201-000	Darts	332	4,816	3	3,526	2	67%	1	33%	0	NA
44027-000	Data	4,732	2,461	49	1,423	9	18%	11	22%	29	59%
80010-200	Data Analytics	8,599	1,909	53	1,371	45	85%	8	15%	0	NA
80010-100	Data Brokers	2,803	2,983	7	2,903	3	43%	1	14%	3	43%
80229-000	Data Communication Equipment	22,405	1,159	181	712	163	90%	18	10%	0	NA
80230-000	Data Processing Equipment	1,206	3,762	2	3,770	0	NA	2	100%	0	NA
60279-000	Data Processing Equipment Maintenance	164	5,234	0	4,686	0	NA	0	NA	0	NA
60280-000	Data Processing Services	30,524	952	150	799	79	53%	70	47%	1	1%
80231-000	Data Processing Supplies	234	5,039	3	3,526	0	NA	3	100%	0	NA
80850-000	Data Recovery	19,732	1,245	45	1,483	37	82%	8	18%	0	NA
70611-100	Data Storage	10,202	1,754	137	840	52	38%	84	61%	1	1%
60281-000	Data Systems Consultants	16,971	1,366	39	1,589	24	62%	15	38%	0	NA
60282-000	Dating Services	150,408	247	1,726	137	1,587	92%	134	8%	5	0%
85322-000	Debris Box Service	158	5,255	0	4,686	0	NA	0	NA	0	NA
82250-010	Debt Buyers	33,810	885	174	731	152	87%	22	13%	0	NA
20077-000	Debt Consolidation Services	169,428	226	307	511	164	53%	101	33%	42	14%
82200-000	Debt Relief Education	39,102	791	217	627	99	46%	117	54%	1	0%
85289-100	Debt Relief Service Referral	29,716	968	18	2,185	15	83%	2	11%	1	6%
25077-000	Debt Relief Services	294,810	113	735	253	624	85%	97	13%	14	2%
25078-000	Debt Relief Services	119,159	308	333	477	224	67%	102	31%	7	2%
82250-000	Debt Repayment Plan	9,760	1,791	41	1,552	36	88%	3	7%	2	5%
30147-000	Decals	6,267	2,216	36	1,644	21	58%	15	42%	0	NA
61074-000	Deceptive Telemarketing Office Supply Sales	26,855	1,040	162	755	85	52%	64	40%	13	8%
10099-600	Deck Builder	97,473	375	178	718	97	54%	79	44%	2	1%
85349-100	Deck Cleaning	10,299	1,745	19	2,141	13	68%	6	32%	0	NA
30554-020	Deck Railings	714	4,217	0	4,686	0	NA	0	NA	0	NA
10099-100	Deck Repair	7,404	2,049	5	3,160	2	40%	3	60%	0	NA
85349-000	Deck Waterproofing	2,793	2,986	2	3,770	2	100%	0	NA	0	NA
10037-100	Deconstruction	65	5,669	0	4,686	0	NA	0	NA	0	NA
44028-000	Décor	53,930	626	48	1,440	13	27%	35	73%	0	NA
80059-000	Decorative Balls	93	5,512	0	4,686	0	NA	0	NA	0	NA
50144-000	Decorative Ceramic	1,535	3,520	3	3,526	2	67%	1	33%	0	NA
50178-100	Decorative Concrete	51,848	651	96	1,026	52	54%	43	45%	1	1%
85316-000	Decorative Concrete Contractor	22,628	1,149	22	2,016	11	50%	11	50%	0	NA
50558-000	Decorative Screens	1,579	3,487	3	3,526	3	100%	0	NA	0	NA
80669-120	Decorative Stone	1,096	3,839	5	3,160	1	20%	4	80%	0	NA
60075-200	Deed of Trust	16	6,002	1	4,098	0	NA	1	100%	0	NA
30776-100	Defense Contractors	3,572	2,738	3	3,526	0	NA	3	100%	0	NA
80232-000	Degreasing	74	5,612	0	4,686	0	NA	0	NA	0	NA
30148-000	Dehumidifier	508	4,482	2	3,770	2	100%	0	NA	0	NA
80321-100	Dehydrated Food	56	5,724	5	3,160	2	40%	3	60%	0	NA
30149-000	Dehydrating Services	145	5,292	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%
80233-000	Dehydrator	11	6,056	0	4,686	0	NA	0	NA	0	NA
50202-000	Delicatessen	6,881	2,119	23	1,978	9	39%	14	61%	0	NA
70542-000	Delivery Service	371,641	89	7,837	29	7,155	91%	663	8%	19	0%
80234-000	Demagnetizer	16	6,002	0	4,686	0	NA	0	NA	0	NA
60172-102	Demographic Research	1,071	3,870	1	4,098	1	100%	0	NA	0	NA
10037-000	Demolition Contractors	67,820	517	27	1,867	9	33%	18	67%	0	NA
60285-000	Demonstration Services	250	4,997	0	4,686	0	NA	0	NA	0	NA
44029-000	Dental	25,260	1,075	453	377	202	45%	230	51%	21	5%
60784-200	Dental Assistant School	2,780	2,991	0	4,686	0	NA	0	NA	0	NA
25018-000	Dental Discount Plans	16,193	1,396	69	1,219	60	87%	4	6%	5	7%
80235-100	Dental Equipment	13,383	1,535	102	998	84	82%	16	16%	2	2%
80236-000	Dental Equipment Repair	1,331	3,664	2	3,770	2	100%	0	NA	0	NA
60286-000	Dental Hygienist	4,582	2,501	16	2,278	10	63%	6	38%	0	NA
60289-103	Dental Implants	39,405	785	95	1,039	51	54%	44	46%	0	NA
20034-000	Dental Insurance	13,467	1,529	132	866	84	64%	48	36%	0	NA
60287-000	Dental Laboratory	34,748	870	106	979	46	43%	60	57%	0	NA
60172-106	Dental Management Consultants	3,748	2,685	13	2,427	12	92%	1	8%	0	NA
85900-000	Dental Marketing	3,842	2,668	94	1,046	89	95%	5	5%	0	NA
20010-000	Dental Plans	21,714	1,181	113	943	89	79%	24	21%	0	NA
60289-200	Dental Sedation	1,356	3,645	7	2,903	4	57%	3	43%	0	NA
60292-010	Dental Services	57,689	596	660	281	638	97%	21	3%	1	0%
65548-250	Dental Staffing	528	4,454	1	4,098	0	NA	1	100%	0	NA
80235-000	Dental Supplies	35,697	850	243	590	216	89%	27	11%	0	NA
60289-100	Dental Surgery	18,545	1,281	70	1,215	43	61%	27	39%	0	NA
60963-000	Dental X-Rays	5,176	2,372	31	1,760	20	65%	11	35%	0	NA
60289-000	Dentist	716,888	41	3,868	69	2,429	63%	1,393	36%	46	1%
60288-000	Dentist Information Bureaus	4,580	2,502	291	527	235	81%	56	19%	0	NA
85262-000	Denturist	10,667	1,713	46	1,472	25	54%	21	46%	0	NA
30150-000	Deodorant	4,173	2,585	23	1,978	5	22%	18	78%	0	NA
60293-000	Deodorizing	355	4,766	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
55203-000	Department Stores	119,126	309	7,185	34	6,709	93%	444	6%	32	0%
89600-000	Deposit Protection	77	5,598	0	4,686	0	NA	0	NA	0	NA
60672-000	Dermatologist	46,866	696	175	728	107	61%	66	38%	2	1%
44030-000	Design	8,507	1,921	36	1,644	15	42%	21	58%	0	NA
10013-100	Design Contractor	30,670	950	42	1,531	11	26%	31	74%	0	NA
60294-000	Designer Apparel	36,150	841	365	452	246	67%	115	32%	4	1%
60361-100	Designer Pet Clothes	981	3,951	9	2,722	7	78%	2	22%	0	NA
80237-000	Desk Pad	97	5,492	0	4,686	0	NA	0	NA	0	NA
60296-000	Desktop Publishing	1,895	3,316	4	3,323	3	75%	1	25%	0	NA
44031-000	Dessert	4,482	2,522	25	1,919	12	48%	13	52%	0	NA
89200-000	Destination Management	491	4,512	0	4,686	0	NA	0	NA	0	NA
50730-200	Destination Weddings	1,026	3,912	6	3,025	5	83%	1	17%	0	NA
60297-000	Detective Agency	8,760	1,887	4	3,323	3	75%	1	25%	0	NA
30632-000	Detergent	40,666	767	106	979	95	90%	11	10%	0	NA
60744-100	Detox Center	1,935	3,296	8	2,809	3	38%	5	63%	0	NA
42000-100	Development Permits	125	5,376	1	4,098	0	NA	1	100%	0	NA
85345-000	Developmental Disability Services	9,544	1,812	8	2,809	6	75%	2	25%	0	NA
80787-000	Dewatering Systems	425	4,624	0	4,686	0	NA	0	NA	0	NA
60298-100	Diabetes Services	2,091	3,219	21	2,054	2	10%	19	90%	0	NA
60298-000	Diabetic Supplies	28,367	1,007	590	311	516	87%	69	12%	5	1%
61011-100	Diagnostic Testing	38,969	792	96	1,026	59	61%	36	38%	1	1%
30153-000	Dials	2	6,163	0	4,686	0	NA	0	NA	0	NA
60218-200	Dialysis Clinic	1,467	3,556	2	3,770	1	50%	0	NA	1	50%
50204-000	Diamond	25,627	1,064	173	733	132	76%	41	24%	0	NA
80238-000	Diamond Buyers	5,768	2,300	1	4,098	0	NA	1	100%	0	NA
30154-000	Diamond Cutter	1,871	3,326	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
60299-000	Diaper Service	1,943	3,293	3	3,526	1	33%	2	67%	0	NA
80240-000	Dictation Machine	262	4,966	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
30157-000	Die Cutting	867	4,052	1	4,098	0	NA	1	100%	0	NA
80241-000	Die Cutting Machine	199	5,119	0	4,686	0	NA	0	NA	0	NA
30702-000	Die Maker	7,213	2,074	2	3,770	0	NA	2	100%	0	NA
85370-000	Diecast Car Dealers	773	4,142	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%
30201-000	Diesel Engine	13,266	1,543	35	1,665	17	49%	18	51%	0	NA
50206-000	Diesel Fuel	3,328	2,812	3	3,526	3	100%	0	NA	0	NA
60103-100	Diesel Repair	42,019	748	85	1,104	46	54%	37	44%	2	2%
50336-200	Diet Food	1,876	3,323	41	1,552	31	76%	10	24%	0	NA
50277-000	Diet Plans	21,123	1,206	104	988	71	68%	32	31%	1	1%
50336-100	Diet Products	88,703	415	338	471	115	34%	223	66%	0	NA
60300-100	Dietitian	1,229	3,740	8	2,809	3	38%	5	63%	0	NA
60079-000	Digital Advertising	65,860	529	193	687	153	79%	36	19%	4	2%
60473-600	Digital Marketing	189,241	202	465	372	313	67%	147	32%	5	1%
89000-000	Digital Media	77,778	465	1,083	193	734	68%	348	32%	1	0%
30531-150	Digital Printing	472	4,541	7	2,903	2	29%	5	71%	0	NA
30614-400	Digital Signs	3,431	2,786	6	3,025	2	33%	4	67%	0	NA
89000-010	Digitization	69	5,648	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
30158-000	Dining Car	1	6,181	0	4,686	0	NA	0	NA	0	NA
50207-000	Dining Club Plans	492	4,510	3	3,526	1	33%	2	67%	0	NA
61067-000	Dinner Theater	2,169	3,193	52	1,381	22	42%	26	50%	4	8%
60013-000	Direct Mail Advertising	106,798	338	448	383	408	91%	37	8%	3	1%
60971-010	Direct Primary Care	1,477	3,550	12	2,487	5	42%	7	58%	0	NA
80251-010	Directional Boring	582	4,385	0	4,686	0	NA	0	NA	0	NA
30003-000	Directory Advertising	71,890	496	461	373	321	70%	138	30%	2	0%
80120-100	Directory Board	1,544	3,513	6	3,025	4	67%	2	33%	0	NA
10050-010	Dirt Work	2,354	3,130	3	3,526	0	NA	3	100%	0	NA
44032-000	Disability	743	4,179	3	3,526	0	NA	3	100%	0	NA
15173-000	Disability Access	12,353	1,595	48	1,440	46	96%	2	4%	0	NA
20036-000	Disability Insurance	10,740	1,707	16	2,278	15	94%	1	6%	0	NA
60075-127	Disability Lawyers	14,164	1,492	9	2,722	7	78%	2	22%	0	NA
10177-400	Disability Remodeling	5,635	2,316	4	3,323	3	75%	1	25%	0	NA
50645-000	Disability Telecommunications Equipment	7,183	2,079	12	2,487	10	83%	2	17%	0	NA
15173-100	Disabled Access Contractors	2,171	3,192	6	3,025	1	17%	5	83%	0	NA
85345-100	Disabled Persons Assistance	32,243	916	10	2,635	7	70%	3	30%	0	NA
85323-100	Disaster Cleanup	5,518	2,330	12	2,487	7	58%	4	33%	1	8%
55660-100	Disc Golf	96	5,495	1	4,098	1	100%	0	NA	0	NA
50208-000	Discotheque	48	5,776	0	4,686	0	NA	0	NA	0	NA
50203-000	Discount Stores	98,585	368	1,619	148	1,441	89%	169	10%	9	1%
60075-170	Discrimination Lawyer	6	6,121	1	4,098	0	NA	1	100%	0	NA
50209-000	Dishwasher Dealers	323	4,830	1	4,098	1	100%	0	NA	0	NA
50210-000	Dishwasher Parts	203	5,110	0	4,686	0	NA	0	NA	0	NA
60302-000	Dishwasher Repair	677	4,261	1	4,098	0	NA	1	100%	0	NA
50210-100	Dishwasher Supplies	1	6,181	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
30160-000	Disinfectants and Germicides	2,524	3,074	4	3,323	3	75%	1	25%	0	NA
60293-100	Disinfecting	679	4,258	0	4,686	0	NA	0	NA	0	NA
44119-100	Disinfecting Services	3,235	2,849	5	3,160	0	NA	5	100%	0	NA
44033-000	Disorders	609	4,348	2	3,770	2	100%	0	NA	0	NA
30161-000	Display Designer	10,256	1,749	9	2,722	6	67%	3	33%	0	NA
30162-000	Display Fixtures	4,991	2,416	15	2,320	7	47%	8	53%	0	NA
30163-000	Display Installation Service	874	4,044	0	4,686	0	NA	0	NA	0	NA
80242-000	Disposable Products	1,014	3,924	6	3,025	0	NA	6	100%	0	NA
30164-000	Distillers	4,613	2,491	24	1,950	18	75%	6	25%	0	NA
50211-000	Diver Supply	2,659	3,033	14	2,374	7	50%	7	50%	0	NA
60304-000	Divers	722	4,208	4	3,323	3	75%	1	25%	0	NA
50212-000	Diving Lessons	2,447	3,098	11	2,554	8	73%	3	27%	0	NA
30787-100	Diving Services	1,643	3,445	3	3,526	1	33%	2	67%	0	NA
60636-000	Divorce Assistance	22,700	1,147	158	772	121	77%	31	20%	6	4%
60075-118	Divorce Lawyers	21,558	1,188	24	1,950	15	63%	9	38%	0	NA
60547-100	Divorce Mediation Services	2,108	3,211	2	3,770	1	50%	1	50%	0	NA
60301-000	DJs	23,077	1,132	90	1,062	41	46%	49	54%	0	NA
60488-100	DNA Testing	78,499	460	603	305	459	76%	144	24%	0	NA
70543-000	Dock	6,491	2,173	6	3,025	4	67%	1	17%	1	17%
10038-000	Dock Builders	18,357	1,289	30	1,782	21	70%	9	30%	0	NA
85290-000	Doctor Referral	15,479	1,429	66	1,244	41	62%	22	33%	3	5%
60626-000	Document Destruction	893	4,022	0	4,686	0	NA	0	NA	0	NA
85341-000	Document Scanning Service	23,575	1,119	83	1,121	78	94%	5	6%	0	NA
30463-000	Document Shredding	18,263	1,296	58	1,319	57	98%	1	2%	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%
44034-000	Education	61,709	562	234	606	161	69%	72	31%	1	0%
60075-168	Education Attorney	137	5,329	0	4,686	0	NA	0	NA	0	NA
60319-000	Educational Consultant	157,697	237	624	300	581	93%	42	7%	1	0%
60320-000	Educational Research	29,341	980	266	557	257	97%	9	3%	0	NA
31300-000	Educational Supplies	6,001	2,267	20	2,098	8	40%	12	60%	0	NA
85272-010	Educational Technology	443	4,598	4	3,323	1	25%	3	75%	0	NA
30174-000	Egg Processing Equipment	96	5,495	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
50737-400	Egress Windows	2,734	3,010	1	4,098	0	NA	1	100%	0	NA
50235-000	Elastic Goods	32	5,879	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
60075-100	Elder Law Attorney	11,783	1,634	2	3,770	2	100%	0	NA	0	NA
80265-100	Electric Bike	29,651	971	198	673	101	51%	96	48%	1	1%
60223-000	Electric Coil	309	4,855	0	4,686	0	NA	0	NA	0	NA
70544-000	Electric Companies	274,590	126	4,726	50	4,446	94%	274	6%	6	0%
30131-000	Electric Connectors	4,523	2,515	25	1,919	9	36%	16	64%	0	NA
30133-000	Electric Converter	882	4,037	3	3,526	2	67%	1	33%	0	NA
50187-000	Electric Cords	87	5,548	0	4,686	0	NA	0	NA	0	NA
30177-000	Electric Equipment Manufacturers	5,397	2,343	8	2,809	6	75%	2	25%	0	NA
60321-000	Electric Equipment Repair	37,195	822	133	860	79	59%	39	29%	15	11%
50270-000	Electric Flashers	73	5,623	1	4,098	1	100%	0	NA	0	NA
80332-030	Electric Furnace	61	5,689	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
30262-000	Electric Generator	41,682	750	135	851	118	87%	17	13%	0	NA
80267-000	Electric Heating Element	5,017	2,408	70	1,215	64	91%	6	9%	0	NA
80268-000	Electric Heating Manufacturers	4,615	2,490	21	2,054	10	48%	11	52%	0	NA
30178-000	Electric Instruments	1,317	3,670	4	3,323	1	25%	3	75%	0	NA
30306-000	Electric Insulation Materials	213	5,085	0	4,686	0	NA	0	NA	0	NA
30180-000	Electric Motor Distributor	5,838	2,292	5	3,160	1	20%	4	80%	0	NA
30179-000	Electric Motor Manufacturers	383	4,698	0	4,686	0	NA	0	NA	0	NA
30181-000	Electric Motor Parts	14,754	1,459	34	1,691	24	71%	10	29%	0	NA
80269-000	Electric Motor Repair	16,923	1,368	12	2,487	8	67%	4	33%	0	NA
30561-000	Electric Rectifiers	18	5,985	0	4,686	0	NA	0	NA	0	NA
80265-200	Electric Scooter	22,669	1,148	158	772	115	73%	42	27%	1	1%
50571-000	Electric Shaver	14,256	1,484	44	1,500	20	45%	24	55%	0	NA
60796-000	Electric Shaver Repair	267	4,951	0	4,686	0	NA	0	NA	0	NA
50236-000	Electric Supplies	36,344	834	111	952	90	81%	17	15%	4	4%
30183-000	Electric Supplies Manufacturers	2,779	2,993	3	3,526	1	33%	2	67%	0	NA
80270-000	Electric Switchboard	930	3,989	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
50665-000	Electric Tools	21,920	1,173	120	913	89	74%	31	26%	0	NA
80265-300	Electric Vehicle Charging Stations	5,179	2,370	24	1,950	11	46%	13	54%	0	NA
80265-000	Electric Vehicles	6,685	2,142	20	2,098	5	25%	15	75%	0	NA
44035-000	Electrical	29,138	989	47	1,458	19	40%	26	55%	2	4%
10035-500	Electrical Contractors	503,082	67	459	374	254	55%	132	29%	73	16%
30185-000	Electrical Discharge Machines	780	4,131	0	4,686	0	NA	0	NA	0	NA
60337-000	Electrical Engineer	8,359	1,939	6	3,025	2	33%	4	67%	0	NA
70545-300	Electrical Panel Upgrade	383	4,698	1	4,098	1	100%	0	NA	0	NA
70545-100	Electrical Power System Backup Systems	5,441	2,337	19	2,141	11	58%	8	42%	0	NA
70545-000	Electrical Power Systems Maintenance	4,808	2,447	9	2,722	1	11%	8	89%	0	NA
80794-000	Electrical Wiring	5,969	2,275	4	3,323	2	50%	2	50%	0	NA
10049-000	Electrician	1,603,032	19	723	260	476	66%	241	33%	6	1%
30186-000	Electroforming	22	5,954	0	4,686	0	NA	0	NA	0	NA
60322-000	Electrolysis	4,676	2,471	1	4,098	0	NA	1	100%	0	NA
80271-000	Electrolysis Equipment	650	4,299	5	3,160	3	60%	2	40%	0	NA
50155-100	Electronic Cigarettes	76,962	472	371	442	212	57%	156	42%	3	1%
64000-100	Electronic Design	1,385	3,623	18	2,185	4	22%	14	78%	0	NA
60324-000	Electronic Development	3,657	2,708	13	2,427	2	15%	11	85%	0	NA
31100-000	Electronic Educational Kits	4,165	2,586	130	874	4	3%	121	93%	5	4%
50238-000	Electronic Equipment Dealers	178,862	215	5,742	42	5,405	94%	331	6%	6	0%
60323-000	Electronic Equipment Repair	71,327	500	339	468	193	57%	129	38%	17	5%
30187-000	Electronic Equipment Testing	7,003	2,100	3	3,526	3	100%	0	NA	0	NA
80273-000	Electronic Instruments	9,095	1,858	49	1,423	27	55%	22	45%	0	NA
60309-104	Electronic Logging Device	3	6,151	0	4,686	0	NA	0	NA	0	NA
60744-020	Electronic Monitoring	352	4,771	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%
50239-000	Electronic Power Supplies	8,313	1,942	40	1,571	21	53%	18	45%	1	3%
65028-000	Electronic Waste Management	934	3,986	1	4,098	1	100%	0	NA	0	NA
44036-000	Electronics and Technology	77,749	466	801	241	481	60%	306	38%	14	2%
85288-100	Electronics Recycling	44,119	727	386	428	373	97%	4	1%	9	2%
10095-400	Electrostatic Painting	457	4,566	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
30188-000	Electrotype Equipment and Supplies	131	5,355	0	4,686	0	NA	0	NA	0	NA
30189-000	Electrotyper	1	6,181	0	4,686	0	NA	0	NA	0	NA
60781-000	Elementary School	11,450	1,652	22	2,016	13	59%	8	36%	1	5%
30190-000	Elevator Consultants	1,295	3,693	1	4,098	0	NA	1	100%	0	NA
30912-100	Elevator Installation	5,955	2,279	5	3,160	3	60%	2	40%	0	NA
30191-000	Elevator Parts	543	4,432	0	4,686	0	NA	0	NA	0	NA
30192-000	Elevator Service	25,664	1,060	38	1,608	23	61%	15	39%	0	NA
30192-100	Elevator Testing	689	4,246	1	4,098	0	NA	1	100%	0	NA
60979-100	Email Marketing	14,573	1,467	179	716	71	40%	64	36%	44	25%
60473-300	Email Service Providers	20,310	1,220	56	1,340	37	66%	18	32%	1	2%
60325-000	Embalming	571	4,399	0	4,686	0	NA	0	NA	0	NA
30193-000	Emblems	743	4,179	2	3,770	1	50%	1	50%	0	NA
30194-000	Embossing	31	5,885	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
30198-000	Embroidery	31,822	929	77	1,155	41	53%	35	45%	1	1%
30199-000	Embroidery Design	1,050	3,887	4	3,323	0	NA	4	100%	0	NA
30197-000	Embroidery Machine	715	4,216	0	4,686	0	NA	0	NA	0	NA
50240-000	Embroidery Supplies	2,817	2,979	10	2,635	8	80%	2	20%	0	NA
44037-000	Emergency	1,768	3,380	20	2,098	3	15%	17	85%	0	NA
85323-000	Emergency Disaster Preparedness	12,616	1,579	36	1,644	32	89%	4	11%	0	NA
30349-000	Emergency Lighting Equipment	8,722	1,897	52	1,381	41	79%	11	21%	0	NA
60445-300	Emergency Room	9,599	1,806	94	1,046	45	48%	45	48%	4	4%
15051-000	Emergency Shelter	2,861	2,964	4	3,323	0	NA	4	100%	0	NA
50257-010	Emergency Vehicle Equipment	511	4,476	0	4,686	0	NA	0	NA	0	NA
00222-100	Emergency Vet	9,401	1,831	22	2,016	9	41%	13	59%	0	NA
60075-142	Eminent Domain Lawyer	250	4,997	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
88100-000	Employee Assistance Program	2,050	3,237	4	3,323	2	50%	2	50%	0	NA
60172-107	Employee Benefit Consultants	10,692	1,710	44	1,500	40	91%	4	9%	0	NA
85334-000	Employee Benefit Plan	28,160	1,012	304	515	298	98%	6	2%	0	NA
25019-000	Employee Benefits Insurance	21,498	1,192	65	1,254	52	80%	13	20%	0	NA
60328-000	Employee Leasing	11,327	1,664	23	1,978	22	96%	1	4%	0	NA
44038-000	Employment	4,047	2,614	7	2,903	3	43%	4	57%	0	NA
60326-000	Employment Agencies	193,791	197	130	874	69	53%	58	45%	3	2%
85293-000	Employment Background Check	103,968	346	577	319	517	90%	60	10%	0	NA
60327-000	Employment Contractors	24,927	1,083	30	1,782	3	10%	26	87%	1	3%
60182-100	Employment Counselor	6,884	2,118	456	376	450	99%	6	1%	0	NA
60075-119	Employment Lawyers	6,033	2,256	5	3,160	4	80%	1	20%	0	NA
60075-120	Employment Litigation Lawyer	3,250	2,843	2	3,770	1	50%	1	50%	0	NA
60328-100	Employment Services	44,575	723	99	1,015	75	76%	20	20%	4	4%
60330-000	Employment Training	29,477	976	48	1,440	25	52%	21	44%	2	4%
60900-010	EMT Training	699	4,234	3	3,526	1	33%	2	67%	0	NA
30200-000	Enameling, Japanning and Lacquering	34	5,862	0	4,686	0	NA	0	NA	0	NA
50673-200	Enclosed Trailers	102	5,460	1	4,098	1	100%	0	NA	0	NA
50242-000	Encyclopedia	517	4,470	55	1,350	33	60%	22	40%	0	NA
61033-000	Encyclopedia and Book Sales by Internet	787	4,123	2	3,770	0	NA	0	NA	2	100%
61032-000	Encyclopedia and Book Sales by Mail	2	6,163	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
65664-000	Endocrinologist	4,231	2,573	12	2,487	8	67%	4	33%	0	NA
60289-102	Endodontics	5,499	2,332	28	1,838	20	71%	8	29%	0	NA
44039-000	Energy	9,938	1,784	57	1,330	38	67%	19	33%	0	NA
50762-200	Energy Audit	16,871	1,369	9	2,722	6	67%	2	22%	1	11%
50762-020	Energy Broker	520	4,467	2	3,770	1	50%	1	50%	0	NA
50762-000	Energy Conservation Products	70,123	505	185	706	161	87%	24	13%	0	NA
50762-010	Energy Conservation Services	9,565	1,810	30	1,782	17	57%	13	43%	0	NA
60332-000	Energy Management Consultant	47,453	692	81	1,136	77	95%	4	5%	0	NA
87100-000	Energy Service Company	210,059	170	856	229	803	94%	45	5%	8	1%
80276-000	Engine Equipment	39,300	787	46	1,472	29	63%	16	35%	1	2%
80276-100	Engine Parts	9,103	1,857	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%
30643-000	Engine Starter	1,048	3,890	1	4,098	1	100%	0	NA	0	NA
55564-000	Engineer	4,310	2,559	9	2,722	3	33%	6	67%	0	NA
60333-000	Engineer Report	1,871	3,326	0	4,686	0	NA	0	NA	0	NA
44040-000	Engineering	9,409	1,829	18	2,185	6	33%	12	67%	0	NA
60334-101	Engineering Consultant	33,025	901	21	2,054	7	33%	14	67%	0	NA
80275-000	Engineering Equipment	3,452	2,781	14	2,374	11	79%	3	21%	0	NA
80275-100	Engineering Supplies	80	5,580	0	4,686	0	NA	0	NA	0	NA
55503-000	Engines	16,273	1,391	41	1,552	24	59%	17	41%	0	NA
86000-010	Engraved Signs	501	4,492	3	3,526	0	NA	3	100%	0	NA
30207-000	Engraved Stationery	409	4,660	0	4,686	0	NA	0	NA	0	NA
30208-000	Engraving Supplies	3,279	2,831	7	2,903	3	43%	4	57%	0	NA
60344-000	Entertainer	11,113	1,678	40	1,571	24	60%	14	35%	2	5%
44041-000	Entertainment	28,067	1,015	321	487	192	60%	114	36%	15	5%
60345-000	Entertainment Bureau	9,421	1,827	16	2,278	9	56%	7	44%	0	NA
60075-130	Entertainment Lawyer	368	4,735	0	4,686	0	NA	0	NA	0	NA
00124-000	Entomologist	62	5,684	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
50243-000	Envelopes Retail	350	4,777	0	4,686	0	NA	0	NA	0	NA
44042-000	Environment	449	4,580	1	4,098	0	NA	1	100%	0	NA
60346-100	Environmental Consulting	21,415	1,196	5	3,160	2	40%	3	60%	0	NA
60336-100	Environmental Engineer	4,032	2,616	1	4,098	1	100%	0	NA	0	NA
60075-103	Environmental Lawyer	652	4,297	0	4,686	0	NA	0	NA	0	NA
30768-000	Environmental Organizations	3,814	2,672	12	2,487	12	100%	0	NA	0	NA
60346-010	Environmental Services	6,460	2,180	12	2,487	6	50%	6	50%	0	NA
85365-000	Environmental Testing	11,448	1,653	14	2,374	13	93%	1	7%	0	NA
10058-300	Epoxy Floor Coating	51,124	659	120	913	65	54%	52	43%	3	3%
00226-000	Equestrian Services	5,223	2,362	23	1,978	14	61%	8	35%	1	4%
89800-200	Equine Nutrition	603	4,358	3	3,526	3	100%	0	NA	0	NA
60685-100	Equine Therapy	891	4,025	0	4,686	0	NA	0	NA	0	NA
85263-000	Equipment Calibration	3,083	2,905	1	4,098	0	NA	1	100%	0	NA
80542-100	Equipment Leasing	3,393	2,798	34	1,691	11	32%	23	68%	0	NA
60963-010	Erectile Dysfunction	52,906	637	29	1,813	18	62%	11	38%	0	NA
00155-100	Erosion Control	6,490	2,174	6	3,025	1	17%	4	67%	1	17%
82700-000	Escalator	95	5,504	0	4,686	0	NA	0	NA	0	NA
72250-000	Escape Room	1,651	3,440	15	2,320	10	67%	3	20%	2	13%
60347-000	Escort Service	13,244	1,545	2	3,770	1	50%	1	50%	0	NA
60348-000	Escrow Services	38,122	805	100	1,011	70	70%	27	27%	3	3%
30428-000	Essential Oils	33,052	900	128	881	109	85%	19	15%	0	NA
60350-000	Estate Appraisal	34,307	874	52	1,381	30	58%	22	42%	0	NA
60350-010	Estate Auctions	9,070	1,860	36	1,644	15	42%	21	58%	0	NA
66002-200	Estate Cleaning Services	1,384	3,624	1	4,098	0	NA	1	100%	0	NA
30312-100	Estate Jewelry	189	5,140	0	4,686	0	NA	0	NA	0	NA
60350-100	Estate Liquidators	23,377	1,126	49	1,423	28	57%	18	37%	3	6%
60349-000	Estate Planning and Management	35,863	847	20	2,098	13	65%	5	25%	2	10%
60075-121	Estate Planning Attorney	30,127	958	10	2,635	9	90%	1	10%	0	NA
60350-020	Estate Sales	18,637	1,278	57	1,330	31	54%	26	46%	0	NA
60134-200	Esthetician	10,352	1,742	28	1,838	13	46%	14	50%	1	4%
30210-000	Etching Supplies	24	5,938	0	4,686	0	NA	0	NA	0	NA
85325-000	Etiquette School	655	4,292	1	4,098	1	100%	0	NA	0	NA
80278-000	Evaporating Apparatus	732	4,191	17	2,233	6	35%	11	65%	0	NA
10182-400	Evaporative Coolers	1,126	3,818	0	4,686	0	NA	0	NA	0	NA
56000-000	Event Center	25,497	1,068	252	573	105	42%	140	56%	7	3%
65259-010	Event Design	875	4,042	10	2,635	0	NA	10	100%	0	NA
65259-000	Event Planner	72,443	493	477	365	184	39%	278	58%	15	3%
60880-000	Event Ticket Sales	350,231	93	15,638	12	14,248	91%	1,368	9%	22	0%
60351-000	Eviction	4,773	2,452	12	2,487	7	58%	5	42%	0	NA
10050-000	Excavating Contractors	470,347	68	150	799	58	39%	90	60%	2	1%
80279-000	Excavating Equipment	4,005	2,630	7	2,903	0	NA	7	100%	0	NA
60153-000	Excursion Boat	1,817	3,356	17	2,233	9	53%	8	47%	0	NA
60172-114	Executive Coaching	1,059	3,880	5	3,160	3	60%	1	20%	1	20%
60352-000	Executive Search Consultants	8,574	1,913	1	4,098	0	NA	1	100%	0	NA
60624-100	Executive Suites	2,147	3,200	13	2,427	6	46%	6	46%	1	8%
44044-000	Exercise and Wellness	48,156	685	264	560	204	77%	58	22%	2	1%
55570-000	Exercise Equipment	129,266	276	2,859	86	2,158	75%	607	21%	94	3%
50244-100	Exercise Equipment Repair	9,254	1,841	14	2,374	10	71%	4	29%	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%
50244-000	Exercise Machines	90,003	406	1,871	129	1,750	94%	118	6%	3	0%
60353-000	Exercise Programs	282,985	121	1,211	180	897	74%	303	25%	11	1%
60594-100	Exhaust Systems	1,273	3,704	7	2,903	3	43%	4	57%	0	NA
60893-100	Exhibit Design	2,272	3,158	11	2,554	6	55%	5	45%	0	NA
30614-300	Exit Signs	567	4,407	1	4,098	1	100%	0	NA	0	NA
80280-000	Expanded Metal	79	5,582	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
30212-000	Expansion Joint	215	5,079	0	4,686	0	NA	0	NA	0	NA
60533-300	Expeditors	33	5,869	2	3,770	1	50%	1	50%	0	NA
60354-000	Experimental Work	11	6,056	0	4,686	0	NA	0	NA	0	NA
30213-000	Explosives	505	4,484	0	4,686	0	NA	0	NA	0	NA
60355-000	Export Management Company	1,252	3,718	1	4,098	1	100%	0	NA	0	NA
60356-000	Exporter	8,212	1,955	9	2,722	3	33%	5	56%	1	11%
60893-000	Expositions	7,648	2,025	34	1,691	22	65%	11	32%	1	3%
70547-000	Express and Transfer Service	1,503	3,540	5	3,160	4	80%	1	20%	0	NA
70501-100	Express Shipping Services	36,179	840	186	702	65	35%	118	63%	3	2%
65112-000	Extended Warranty Contract Service Companies	251,492	143	3,318	81	3,227	97%	77	2%	14	0%
60164-000	Exterior Building Cleaning	9,685	1,799	10	2,635	5	50%	5	50%	0	NA
61093-000	Exterior Designer	8,719	1,898	8	2,809	5	63%	3	38%	0	NA
80477-000	Extruded Metal	4,113	2,596	2	3,770	0	NA	2	100%	0	NA
60357-000	Eye Bank	78	5,591	1	4,098	0	NA	1	100%	0	NA
55628-000	Eye Surgery	3,030	2,915	14	2,374	10	71%	4	29%	0	NA
60358-000	Eye Training	1,087	3,850	8	2,809	4	50%	4	50%	0	NA
60134-300	Eyebrow Threading	5,917	2,285	39	1,589	16	41%	22	56%	1	3%
50624-100	Eyeglass Suppliers	53,518	629	449	382	355	79%	94	21%	0	NA
60134-400	Eyelash Extension	20,007	1,230	283	540	148	52%	134	47%	1	0%
50245-000	Eyelets	74	5,612	0	4,686	0	NA	0	NA	0	NA
30030-000	Fabric Bags	4,616	2,488	10	2,635	4	40%	6	60%	0	NA
30214-000	Fabric Binding	230	5,046	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
30321-000	Fabric Labels	209	5,093	1	4,098	0	NA	1	100%	0	NA
30214-100	Fabric Laminating	7	6,110	0	4,686	0	NA	0	NA	0	NA
80281-000	Fabric Manufacturers	7,185	2,077	19	2,141	12	63%	5	26%	2	11%
50246-000	Fabric Shop	33,481	890	183	709	129	70%	52	28%	2	1%
65134-400	Facial	1,107	3,833	10	2,635	2	20%	8	80%	0	NA
20060-100	Facility Maintenance	29,160	987	29	1,813	7	24%	22	76%	0	NA
60056-200	Facility Planning	1,374	3,630	0	4,686	0	NA	0	NA	0	NA
85326-000	Factoring Service	52,701	641	160	762	157	98%	3	2%	0	NA
20011-000	Factors	824	4,088	1	4,098	0	NA	1	100%	0	NA
50247-000	Factory Consultants	73	5,623	0	4,686	0	NA	0	NA	0	NA
60359-000	Fairgrounds	527	4,455	3	3,526	2	67%	1	33%	0	NA
10051-000	Fallout Shelter Equipment and Supplies	2,721	3,014	0	4,686	0	NA	0	NA	0	NA
60540-100	Family Counselor	3,127	2,893	6	3,025	4	67%	2	33%	0	NA
85331-000	Family Entertainment	17,927	1,307	218	621	128	59%	84	39%	6	3%
60075-101	Family Lawyer	46,245	704	60	1,295	38	63%	22	37%	0	NA
55637-000	Family Planning	93	5,512	1	4,098	0	NA	1	100%	0	NA
60665-100	Family Practice	34,881	863	136	845	87	64%	48	35%	1	1%
60817-200	Family Services	13,443	1,531	25	1,919	7	28%	18	72%	0	NA
55598-000	Fan	402	4,671	6	3,025	1	17%	5	83%	0	NA
65345-000	Fan Club	2,773	2,998	15	2,320	7	47%	8	53%	0	NA
50250-000	Fan Repair	564	4,411	1	4,098	0	NA	1	100%	0	NA
30215-000	Fare Meter	35	5,858	0	4,686	0	NA	0	NA	0	NA
00128-000	Farm	52,234	648	269	554	159	59%	36	13%	74	28%
80283-000	Farm Equipment	54,914	617	291	527	255	88%	35	12%	1	0%
80284-000	Farm Equipment Parts	6,348	2,201	8	2,809	4	50%	4	50%	0	NA
80284-100	Farm Equipment Repair	791	4,120	3	3,526	1	33%	2	67%	0	NA
20022-100	Farm Insurance	53	5,750	0	4,686	0	NA	0	NA	0	NA
20047-100	Farm Loans	869	4,050	1	4,098	1	100%	0	NA	0	NA
00125-000	Farm Management	1,427	3,589	1	4,098	0	NA	1	100%	0	NA
00126-000	Farm Management Software	135	5,339	0	4,686	0	NA	0	NA	0	NA
80285-000	Farm Supply	19,142	1,264	65	1,254	62	95%	3	5%	0	NA
50272-001	Farmers Market	7,462	2,045	23	1,978	10	43%	13	57%	0	NA
00127-000	Farming Services	3,737	2,687	2	3,770	0	NA	2	100%	0	NA
44046-000	Fashion	4,512	2,518	49	1,423	11	22%	36	73%	2	4%
52100-000	Fashion Accessories	35,090	858	370	443	228	62%	98	26%	44	12%

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%
80364-120	Hair Nets	3	6,151	0	4,686	0	NA	0	NA	0	NA
80364-130	Hair Ornaments	5,145	2,378	14	2,374	13	93%	1	7%	0	NA
80364-155	Hair Pieces	8,745	1,893	108	968	49	45%	57	53%	2	2%
80364-000	Hair Products	131,872	270	669	276	397	59%	253	38%	19	3%
80364-140	Hair Removal Equipment	1,185	3,782	9	2,722	4	44%	5	56%	0	NA
60420-120	Hair Replacement	48,241	684	114	940	77	68%	33	29%	4	4%
60134-010	Hair Salon	34,772	868	433	393	204	47%	226	52%	3	1%
60420-000	Hair Styling	33,910	882	147	807	62	42%	79	54%	6	4%
60420-200	Hair Transplants	6	6,121	1	4,098	1	100%	0	NA	0	NA
60420-110	Hair Weave	29,967	964	180	715	66	37%	110	61%	4	2%
50480-200	Halloween Decorations	2,516	3,076	4	3,323	0	NA	4	100%	0	NA
60422-000	Halls	3,318	2,815	27	1,867	13	48%	14	52%	0	NA
87000-000	Hammock	395	4,681	3	3,526	0	NA	2	67%	1	33%
80369-000	Hamper Wholesale	83	5,563	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
10074-000	Hand Painting	4,376	2,543	13	2,427	6	46%	7	54%	0	NA
44149-200	Hand Sanitizer	371	4,727	10	2,635	3	30%	7	70%	0	NA
50666-000	Hand Tools	25,049	1,080	298	519	269	90%	27	9%	2	1%
30284-000	Handbag Manufacturers	7,830	2,004	199	671	132	66%	67	34%	0	NA
60423-000	Handbag Repair	54	5,740	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
50331-000	Handkerchiefs	197	5,123	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
50025-100	Handmade Art	4,572	2,504	39	1,589	28	72%	11	28%	0	NA
60425-000	Handwriting Analysis	355	4,766	0	4,686	0	NA	0	NA	0	NA
60426-000	Handwriting Expert	475	4,535	1	4,098	0	NA	1	100%	0	NA
15035-000	Handyman	718,343	40	1,127	189	468	42%	621	55%	38	3%
70556-000	Hang Gliding	188	5,146	4	3,323	3	75%	1	25%	0	NA
10099-300	Hardscaping	35,300	854	39	1,589	15	38%	24	62%	0	NA
55590-000	Hardware	10,387	1,735	61	1,284	43	70%	18	30%	0	NA
44058-000	Hardware and Tools	12,581	1,580	142	823	106	75%	36	25%	0	NA
80371-000	Hardware Consultants	3,643	2,715	5	3,160	4	80%	1	20%	0	NA
50333-000	Hardware Sales	77,624	467	160	762	117	73%	42	26%	1	1%
15058-000	Hardwood Floor Contractors	97,776	372	82	1,131	37	45%	44	54%	1	1%
15058-100	Hardwood Floor Maintenance	5,348	2,348	3	3,526	2	67%	1	33%	0	NA
50273-101	Hardwood Floors	74,199	485	160	762	114	71%	45	28%	1	1%
50554-100	Harness	336	4,809	3	3,526	0	NA	3	100%	0	NA
10155-400	Harness Assembly	1,042	3,896	1	4,098	1	100%	0	NA	0	NA
60427-000	Hat Cleaning	88	5,543	0	4,686	0	NA	0	NA	0	NA
00143-000	Hatchery	3,118	2,896	18	2,185	3	17%	9	50%	6	33%
50334-000	Hats	14,496	1,470	83	1,121	45	54%	36	43%	2	2%
70720-000	Hauling Contractors	16,950	1,367	29	1,813	17	59%	12	41%	0	NA
50335-000	Hawaiian Products	1,295	3,693	6	3,025	3	50%	3	50%	0	NA
00144-000	Hay	1,761	3,386	2	3,770	0	NA	2	100%	0	NA
60428-000	Hay Rides	139	5,318	1	4,098	0	NA	1	100%	0	NA
61027-100	Hazardous Material Removal	3,056	2,911	3	3,526	1	33%	2	67%	0	NA
61027-000	Hazardous Waste Services	8,878	1,880	35	1,665	26	74%	9	26%	0	NA
60105-100	Headlight Restoration	3,077	2,907	10	2,635	1	10%	9	90%	0	NA
60971-000	Health	454,340	69	1,684	141	1,187	70%	482	29%	15	1%
60429-010	Health Advocate	726	4,202	1	4,098	0	NA	1	100%	0	NA
55336-000	Health and Medical Products	93,844	391	268	555	159	59%	107	40%	2	1%
60429-200	Health and Wellness	616,145	54	2,245	106	1,869	83%	358	16%	18	1%
44059-000	Health Care	79,425	454	377	436	239	63%	135	36%	3	1%
60971-103	Health Care Placement	4,425	2,537	1	4,098	0	NA	1	100%	0	NA
60971-105	Health Care Referral	29,445	978	290	532	276	95%	12	4%	2	1%
60430-000	Health Club	151,622	246	3,423	77	2,832	83%	547	16%	44	1%
60429-000	Health Consultants	56,582	605	147	807	102	69%	40	27%	5	3%
20027-000	Health Insurance	257,455	138	939	214	790	84%	145	15%	4	0%
80422-000	Health Lamps	108	5,434	0	4,686	0	NA	0	NA	0	NA
60431-000	Health Monitor	4,128	2,593	6	3,025	1	17%	5	83%	0	NA
50336-000	Health Products	672,808	46	1,676	143	999	60%	667	40%	10	1%
60432-000	Health Resorts	3,474	2,775	34	1,691	18	53%	16	47%	0	NA
20085-300	Health Savings Administrators	58,396	588	291	527	260	89%	31	11%	0	NA
20027-010	Health Sharing Ministries	34,198	878	334	475	327	98%	4	1%	3	1%
60518-100	Healthcare Linen Services	1,108	3,832	12	2,487	1	8%	11	92%	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%
60491-000	Lamp Shade Cleaning	68	5,653	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
30327-000	Lamp Shade Frames	536	4,442	3	3,526	1	33%	2	67%	0	NA
50385-000	Lamp Shades	3,079	2,906	3	3,526	0	NA	3	100%	0	NA
60493-000	Lamp Supplies	650	4,299	0	4,686	0	NA	0	NA	0	NA
55552-000	Lamps	341	4,798	11	2,554	3	27%	8	73%	0	NA
10083-000	Land Clearing	37,051	824	21	2,054	6	29%	14	67%	1	5%
60494-000	Land for Sale	50,544	666	31	1,760	10	32%	18	58%	3	10%
10083-010	Land Leveling	1,468	3,555	3	3,526	1	33%	2	67%	0	NA
72700-000	Land rental	636	4,315	1	4,098	0	NA	1	100%	0	NA
60845-000	Land Surveyor	168,870	228	142	823	83	58%	57	40%	2	1%
60075-150	Landlord Tenant Lawyer	3,202	2,868	8	2,809	2	25%	6	75%	0	NA
00154-000	Landscape Architect	55,767	612	52	1,381	25	48%	25	48%	2	4%
00155-000	Landscape Contractors	1,838,192	12	2,013	123	949	47%	1,021	51%	43	2%
80424-110	Landscape Curbing	2,790	2,988	12	2,487	7	58%	5	42%	0	NA
00156-000	Landscape Design	136,603	262	171	735	82	48%	85	50%	4	2%
50785-000	Landscape Lighting	11,332	1,663	15	2,320	9	60%	6	40%	0	NA
00155-103	Landscape Maintenance	220,015	167	304	515	119	39%	171	56%	14	5%
80424-000	Landscape Supply	36,195	839	44	1,500	22	50%	21	48%	1	2%
00155-104	Landscaping Clean Up	33,877	883	77	1,155	24	31%	52	68%	1	1%
80424-100	Landscaping Equipment	1,866	3,333	8	2,809	1	13%	7	88%	0	NA
10013-201	Laneway House	269	4,946	0	4,686	0	NA	0	NA	0	NA
60495-000	Language School	7,675	2,021	33	1,712	19	58%	13	39%	1	3%
50386-000	Language Training Aids	6,122	2,238	89	1,075	79	89%	10	11%	0	NA
52000-000	Lanyards	469	4,545	0	4,686	0	NA	0	NA	0	NA
50500-100	Lapel Pins	2,778	2,994	10	2,635	3	30%	7	70%	0	NA
30329-000	Lapidary	237	5,028	2	3,770	2	100%	0	NA	0	NA
30330-000	Lapidary Equipment	581	4,387	0	4,686	0	NA	0	NA	0	NA
80425-000	Laser	9,967	1,781	30	1,782	22	73%	8	27%	0	NA
65544-100	Laser Cosmetic Services	32,510	910	289	533	258	89%	28	10%	3	1%
65630-000	Laser Eye Surgery	14,435	1,476	49	1,423	29	59%	16	33%	4	8%
60420-100	Laser Hair Removal	74,775	483	1,371	169	1,276	93%	90	7%	5	0%
65544-000	Laser Therapy	3,028	2,916	3	3,526	3	100%	0	NA	0	NA
71200-000	Lasik Eye Surgery	4,613	2,491	6	3,025	2	33%	4	67%	0	NA
30331-000	Latex	166	5,228	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
50387-000	Lath	196	5,124	0	4,686	0	NA	0	NA	0	NA
30333-000	Lathes	1,170	3,788	4	3,323	0	NA	4	100%	0	NA
10084-000	Lathing Contractors	1,676	3,429	0	4,686	0	NA	0	NA	0	NA
60496-000	Laundry	31,008	942	170	738	104	61%	63	37%	3	2%
60498-000	Laundry Consultants	4,923	2,426	54	1,360	50	93%	3	6%	1	2%
80426-000	Laundry Equipment	13,601	1,521	305	513	290	95%	15	5%	0	NA
80427-000	Laundry Supplies	5,219	2,363	188	698	186	99%	2	1%	0	NA
30335-000	Law Books	164	5,234	0	4,686	0	NA	0	NA	0	NA
55610-000	Lawn	10,568	1,720	28	1,838	8	29%	18	64%	2	7%
50298-000	Lawn and Garden	101,817	354	471	368	370	79%	99	21%	2	0%
82300-000	Lawn Care	172,301	223	643	292	396	62%	243	38%	4	1%
60398-000	Lawn Equipment Rental	2,572	3,057	15	2,320	3	20%	12	80%	0	NA
85276-000	Lawn Installation	3,973	2,638	6	3,025	1	17%	4	67%	1	17%
00157-000	Lawn Maintenance	760,851	35	2,300	105	2,002	87%	280	12%	18	1%
50388-000	Lawn Mower	50,216	668	198	673	176	89%	20	10%	2	1%
60499-100	Lawn Mower Blade Sharpening	79	5,582	0	4,686	0	NA	0	NA	0	NA
60499-000	Lawn Mower Repair	35,606	851	60	1,295	30	50%	28	47%	2	3%
80743-100	Lawn Tractor Dealers	3,301	2,823	7	2,903	6	86%	0	NA	1	14%
60074-000	Lawyer Referral Service	33,984	880	58	1,319	42	72%	16	28%	0	NA
60075-000	Lawyers	1,531,416	21	2,129	113	1,555	73%	543	26%	31	1%
30336-000	Lead	533	4,449	0	4,686	0	NA	0	NA	0	NA
30336-100	Lead Abatement	2,895	2,954	1	4,098	0	NA	1	100%	0	NA
30337-000	Lead Products	217	5,072	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
30336-300	Lead Renovator	118	5,407	0	4,686	0	NA	0	NA	0	NA
30336-400	Lead Testing	1,219	3,751	2	3,770	2	100%	0	NA	0	NA
10085-000	Lead Welding	192	5,130	0	4,686	0	NA	0	NA	0	NA
60172-113	Leadership Coaching	17,810	1,313	8	2,809	5	63%	3	38%	0	NA
60532-100	Leadership Development	3,647	2,713	4	3,323	0	NA	3	75%	1	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%
20052-000	Money Orders	30,195	956	754	249	738	98%	16	2%	0	NA
20052-100	Money Transfers	14,455	1,473	139	835	85	61%	52	37%	2	1%
30410-000	Monogram	16,627	1,376	623	301	610	98%	13	2%	0	NA
30409-000	Monogram Machine	30	5,893	0	4,686	0	NA	0	NA	0	NA
70570-000	Monorail	12	6,043	0	4,686	0	NA	0	NA	0	NA
60780-200	Montessori School	2,830	2,975	13	2,427	9	69%	4	31%	0	NA
50436-100	Monument Cleaning	682	4,253	1	4,098	0	NA	1	100%	0	NA
50436-000	Monuments	72,687	492	285	536	127	45%	153	54%	5	2%
70566-100	Moorage	30	5,893	1	4,098	0	NA	1	100%	0	NA
50438-000	Mop Manufacturers	158	5,255	0	4,686	0	NA	0	NA	0	NA
50437-000	Moped	2,022	3,252	4	3,323	2	50%	2	50%	0	NA
25053-000	Mortgage Banker	524,456	65	2,090	115	2,059	99%	28	1%	3	0%
20053-000	Mortgage Broker	1,155,106	27	4,297	56	4,057	94%	211	5%	29	1%
20053-200	Mortgage Lenders	854,125	33	2,186	110	2,067	95%	100	5%	19	1%
10093-000	Mosaics	367	4,738	0	4,686	0	NA	0	NA	0	NA
60650-200	Mosquito Control	9,795	1,789	9	2,722	6	67%	3	33%	0	NA
60573-000	Motel	94,308	388	2,044	122	966	47%	1,061	52%	17	1%
60574-000	Motel Reservations	326	4,825	6	3,025	2	33%	4	67%	0	NA
30411-000	Moth Prevention	20	5,969	0	4,686	0	NA	0	NA	0	NA
60575-000	Motion Picture Equipment	333	4,811	1	4,098	1	100%	0	NA	0	NA
60576-000	Motion Picture Equipment Repair	18	5,985	0	4,686	0	NA	0	NA	0	NA
60577-000	Motion Picture Film Distributors	6,575	2,160	36	1,644	20	56%	16	44%	0	NA
60578-000	Motion Picture Film Editing	1,087	3,850	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
60580-000	Motion Picture Film Storage	55	5,732	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
60582-000	Motion Picture Producers	3,656	2,709	2	3,770	0	NA	2	100%	0	NA
60587-000	Motion Picture Projection Service	1,339	3,660	4	3,323	4	100%	0	NA	0	NA
60583-000	Motion Picture Representatives	245	5,013	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
60585-000	Motion Picture Special Effects	79	5,582	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
50793-000	Motor Coach Companies	2,421	3,109	4	3,323	0	NA	4	100%	0	NA
70641-000	Motor Freight Trucking	31,864	928	81	1,136	32	40%	46	57%	3	4%
60589-100	Motor Home Carpet and Upholstery Cleaning	60	5,697	2	3,770	0	NA	2	100%	0	NA
60589-000	Motor Home Rentals	2,192	3,188	6	3,025	5	83%	1	17%	0	NA
50439-000	Motor Homes	15,050	1,443	68	1,229	59	87%	8	12%	1	1%
50370-000	Motor Karts	603	4,358	4	3,323	2	50%	1	25%	1	25%
30325-000	Motor Laminations	16	6,002	0	4,686	0	NA	0	NA	0	NA
50437-100	Motor Scooters	26,693	1,044	187	700	128	68%	56	30%	3	2%
50440-100	Motorcycle Consignment	1,438	3,579	3	3,526	2	67%	1	33%	0	NA
50441-100	Motorcycle Customization	10,756	1,706	26	1,899	11	42%	14	54%	1	4%
50440-000	Motorcycle Dealers	194,860	193	851	230	552	65%	288	34%	11	1%
60309-102	Motorcycle Driving School	1,714	3,411	19	2,141	11	58%	8	42%	0	NA
60309-112	Motorcycle Helmets	1,506	3,538	16	2,278	8	50%	8	50%	0	NA
60590-100	Motorcycle Lease	724	4,206	3	3,526	2	67%	1	33%	0	NA
30146-110	Motorcycle Manufacturers	671	4,273	1	4,098	0	NA	1	100%	0	NA
60590-000	Motorcycle Rental	5,505	2,331	23	1,978	14	61%	9	39%	0	NA
50441-000	Motorcycle Repair	39,818	777	155	784	72	46%	65	42%	18	12%
50441-010	Motorcycle Service	3,891	2,656	35	1,665	17	49%	18	51%	0	NA
50442-000	Motorcycle Supplies	63,662	549	496	353	306	62%	189	38%	1	0%
50443-000	Mountain Climbing	666	4,280	2	3,770	2	100%	0	NA	0	NA
10080-010	Movers	37,488	817	428	397	136	32%	269	63%	23	5%
60015-000	Movie Advertising	1,038	3,903	3	3,526	0	NA	3	100%	0	NA
61064-000	Moving and Storage Companies	608,505	56	3,520	76	2,319	66%	1,168	33%	33	1%
70572-210	Moving Assistance	13,344	1,538	86	1,096	46	53%	40	47%	0	NA
70573-100	Moving boxes	8	6,100	1	4,098	0	NA	1	100%	0	NA
70571-200	Moving Brokers	413,902	78	4,828	49	3,521	73%	1,294	27%	13	0%
70571-000	Moving Companies	1,650,941	18	7,146	35	4,429	62%	2,595	36%	122	2%
60592-000	Moving Equipment Rental	6,929	2,111	15	2,320	4	27%	11	73%	0	NA
50113-200	Moving Portable Buildings	2,079	3,224	11	2,554	2	18%	9	82%	0	NA
70571-300	Moving Sales	985	3,948	1	4,098	1	100%	0	NA	0	NA
70572-000	Moving Services	159,516	236	820	236	443	54%	372	45%	5	1%
70573-000	Moving Supplies	1,951	3,288	2	3,770	2	100%	0	NA	0	NA
00157-400	Moving	359	4,758	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%
10013-050	New Construction	1,802	3,361	2	3,770	2	100%	0	NA	0	NA
30370-000	New Machinery	20,781	1,212	20	2,098	7	35%	13	65%	0	NA
50085-110	New Textbooks	575	4,394	1	4,098	1	100%	0	NA	0	NA
60608-000	News Services	12,774	1,571	128	881	97	76%	30	23%	1	1%
30418-000	Newspaper	118,697	311	3,360	78	2,829	84%	524	16%	7	0%
60016-000	Newspaper Advertising	7,180	2,080	28	1,838	15	54%	13	46%	0	NA
80503-000	Newspaper Distributors	9,302	1,835	126	888	122	97%	4	3%	0	NA
60609-000	Newspaper Syndicates	2,242	3,171	19	2,141	18	95%	0	NA	1	5%
50455-000	Newsstands	813	4,101	1	4,098	0	NA	1	100%	0	NA
50456-000	Night Club	25,174	1,077	424	402	378	89%	44	10%	2	0%
50078-100	Night Vision Equipment	909	4,010	6	3,025	4	67%	2	33%	0	NA
85280-100	No Change	1	6,181	0	4,686	0	NA	0	NA	0	NA
20012-200	No License Required Financial Consultants	51,510	656	57	1,330	28	49%	28	49%	1	2%
60610-000	Noise Control Consultants	641	4,309	0	4,686	0	NA	0	NA	0	NA
50656-000	Non-Ceramic Tile Contractors	7,154	2,085	9	2,722	4	44%	5	56%	0	NA
25079-000	Non-Compliant Debt Relief Services	5,744	2,304	41	1,552	1	2%	18	44%	22	54%
30750-000	Non-Electric Wire and Cable	1,633	3,453	3	3,526	1	33%	2	67%	0	NA
61090-000	Non-Profit Organizations	63,965	543	162	755	117	72%	40	25%	5	3%
80504-000	Non-Woven Fabrics	137	5,329	0	4,686	0	NA	0	NA	0	NA
50457-000	Noodles	224	5,057	1	4,098	0	NA	1	100%	0	NA
99999-000	Not Elsewhere Classified	127,577	282	818	237	338	41%	413	50%	67	8%
99999-001	Not Elsewhere Classified After Investigation	6,014	2,260	52	1,381	26	50%	0	NA	26	50%
25046-000	Not Substantiated Wealth Building Training	21,459	1,195	10	2,635	7	70%	3	30%	0	NA
60611-000	Notary Public	65,505	531	83	1,121	36	43%	26	31%	21	25%
30595-000	Notary Public Seals	27,086	1,036	31	1,760	19	61%	12	39%	0	NA
50458-000	Notions	72	5,632	0	4,686	0	NA	0	NA	0	NA
50459-000	Novelties	46,264	702	263	562	197	75%	64	24%	2	1%
50053-000	Novelty Balloons	3,317	2,816	7	2,903	4	57%	3	43%	0	NA
60862-000	Novelty Telegrams	34	5,862	0	4,686	0	NA	0	NA	0	NA
30420-000	Nozzle	98	5,487	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
30421-000	Nuclear Reactor Manufacturers	4	6,139	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
60752-200	Nudist Community	198	5,122	0	4,686	0	NA	0	NA	0	NA
50167-100	Numismatics	3,027	2,917	11	2,554	10	91%	1	9%	0	NA
60613-100	Nurse Practitioner	3,060	2,910	3	3,526	3	100%	0	NA	0	NA
00173-000	Nursery Stock	16,421	1,387	85	1,104	30	35%	55	65%	0	NA
80507-000	Nursery Supplies	1,512	3,537	7	2,903	3	43%	3	43%	1	14%
60613-000	Nursing	5,881	2,289	8	2,809	4	50%	4	50%	0	NA
60617-000	Nursing Home	92,251	398	127	886	52	41%	72	57%	3	2%
60616-000	Nursing Home Information	1,540	3,515	2	3,770	1	50%	1	50%	0	NA
60075-147	Nursing Home Neglect Lawyers	153	5,265	0	4,686	0	NA	0	NA	0	NA
60614-000	Nursing Registry	2,215	3,182	2	3,770	2	100%	0	NA	0	NA
60615-000	Nursing School	40,577	768	90	1,062	72	80%	18	20%	0	NA
30423-000	Nut Cracking Machine	207	5,098	0	4,686	0	NA	0	NA	0	NA
89800-000	Nutrition	58,674	587	256	570	202	79%	54	21%	0	NA
60618-000	Nutritionist	19,584	1,253	10	2,635	7	70%	3	30%	0	NA
50461-000	Nuts	13,301	1,542	27	1,867	17	63%	10	37%	0	NA
50084-000	Nuts and Bolts	3,369	2,804	1	4,098	0	NA	1	100%	0	NA
50462-000	Nylon Fabric	100	5,472	0	4,686	0	NA	0	NA	0	NA
60669-000	OBGYN	19,836	1,239	113	943	51	45%	62	55%	0	NA
61015-000	Obituary Notification Service	2,999	2,924	7	2,903	7	100%	0	NA	0	NA
60619-000	Observatory	68	5,653	6	3,025	1	17%	5	83%	0	NA
61008-000	Occupational Health Nurse	3,905	2,653	1	4,098	0	NA	1	100%	0	NA
60620-000	Occupational Therapy	6,012	2,261	5	3,160	4	80%	1	20%	0	NA
60621-000	Oceanographer	25	5,930	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
60622-000	Odor Neutralizer	2,097	3,215	4	3,323	2	50%	2	50%	0	NA
60624-000	Office Buildings	5,658	2,312	21	2,054	14	67%	7	33%	0	NA
55623-000	Office Documents	2,581	3,052	3	3,526	1	33%	2	67%	0	NA
80509-100	Office Equipment	12,153	1,611	59	1,313	11	19%	47	80%	1	2%
80510-100	Office Equipment Installation	268	4,947	0	4,686	0	NA	0	NA	0	NA
80511-300	Office Equipment Leasing	138	5,327	1	4,098	0	NA	1	100%	0	NA
80514-200	Office Equipment Manufacturers	189	5,140	30	1,782	28	93%	2	7%	0	NA
80511-200	Office Equipment Rental	89	5,535	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%
80512-100	Office Equipment Repair	187	5,150	2	3,770	1	50%	1	50%	0	NA
85324-000	Office Ergonomics	2,258	3,162	13	2,427	7	54%	6	46%	0	NA
80509-000	Office Furniture	59,851	576	110	962	77	70%	32	29%	1	1%
80510-000	Office Furniture Installation	6,984	2,105	1	4,098	0	NA	1	100%	0	NA
80514-000	Office Furniture Manufacturers	5,026	2,404	98	1,016	23	23%	75	77%	0	NA
80511-000	Office Furniture Rental	3,868	2,660	8	2,809	3	38%	4	50%	1	13%
80512-000	Office Furniture Repair	1,544	3,513	1	4,098	0	NA	1	100%	0	NA
60503-000	Office Layout	875	4,042	0	4,686	0	NA	0	NA	0	NA
70571-100	Office Movers	6,496	2,172	41	1,552	31	76%	8	20%	2	5%
55641-000	Office Services	3,491	2,764	3	3,526	2	67%	1	33%	0	NA
60623-000	Office Space Rental	7,792	2,008	38	1,608	13	34%	25	66%	0	NA
80515-000	Office Supplies	128,540	278	768	246	705	92%	62	8%	1	0%
61076-000	Office Supplies Sales by Phone	4,087	2,602	15	2,320	15	100%	0	NA	0	NA
30536-300	Offset Printing Repair	28	5,907	0	4,686	0	NA	0	NA	0	NA
44090-000	Oil	1,679	3,428	6	3,025	3	50%	3	50%	0	NA
80516-000	Oil Additive Manufacturer	1,167	3,792	1	4,098	0	NA	1	100%	0	NA
80806-000	Oil and Gas Exploration	28,544	1,005	35	1,665	26	74%	8	23%	1	3%
80517-000	Oil Burners	6,530	2,167	12	2,487	12	100%	0	NA	0	NA
60997-300	Oil Change	9,424	1,826	162	755	87	54%	75	46%	0	NA
00188-000	Oil Crude Purchasing	1,821	3,354	3	3,526	0	NA	3	100%	0	NA
80819-100	Oil Distributors	822	4,090	3	3,526	2	67%	1	33%	0	NA
80520-000	Oil Handling Equipment	812	4,102	2	3,770	1	50%	1	50%	0	NA
80521-000	Oil Hole Covers	62	5,684	0	4,686	0	NA	0	NA	0	NA
20055-000	Oil Leases	3,556	2,742	3	3,526	0	NA	3	100%	0	NA
50464-100	Oil Marketing	2,333	3,135	2	3,770	1	50%	1	50%	0	NA
80522-000	Oil Mill Machinery	125	5,376	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
60060-100	Oil Portraits	4,049	2,613	59	1,313	25	42%	32	54%	2	3%
30425-000	Oil Producers	2,906	2,950	5	3,160	2	40%	3	60%	0	NA
20056-000	Oil Properties	923	3,998	2	3,770	2	100%	0	NA	0	NA
20057-000	Oil Property Management	1,395	3,614	3	3,526	1	33%	2	67%	0	NA
30426-000	Oil Refinery	1,907	3,308	14	2,374	7	50%	7	50%	0	NA
80523-000	Oil Refinery Equipment	780	4,131	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
20058-000	Oil Royalties	3,893	2,655	3	3,526	1	33%	2	67%	0	NA
50561-100	Oil Seals	2	6,163	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
80518-300	Oil Tank Installation	925	3,995	0	4,686	0	NA	0	NA	0	NA
80518-200	Oil Tank Removal	4,911	2,429	4	3,323	3	75%	1	25%	0	NA
55624-000	Oil Well	61	5,689	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
00180-000	Oil Well Drilling	3,503	2,761	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
00181-000	Oil Well Equipment Rentals	334	4,810	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
00184-000	Oil Well Log Libraries	13	6,031	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
00185-100	Oil Well Perforating	17	5,993	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
80525-000	Oil Well Supplies	933	3,988	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
50463-000	Oilcloth	125	5,376	0	4,686	0	NA	0	NA	0	NA
55625-000	Oilfield	696	4,236	0	4,686	0	NA	0	NA	0	NA
61073-000	Oilfield Consultant	1,987	3,270	1	4,098	0	NA	1	100%	0	NA
80518-000	Oilfield Equipment	4,748	2,457	0	4,686	0	NA	0	NA	0	NA
00174-000	Oilfield Equipment and Sales	7,324	2,060	1	4,098	0	NA	1	100%	0	NA
00175-000	Oilfield Hauling	2,662	3,030	0	4,686	0	NA	0	NA	0	NA
00176-000	Oilfield Service	21,321	1,199	3	3,526	2	67%	1	33%	0	NA
80519-000	Oilfield Supplies	1,576	3,492	0	4,686	0	NA	0	NA	0	NA
55626-000	Oils	904	4,015	11	2,554	7	64%	4	36%	0	NA
00189-000	Olive	167	5,226	0	4,686	0	NA	0	NA	0	NA
30436-000	Olive Oil	1,551	3,508	1	4,098	0	NA	1	100%	0	NA
60598-000	On Hold Music	2,275	3,157	11	2,554	9	82%	2	18%	0	NA
60677-000	Oncology	3,598	2,731	15	2,320	10	67%	5	33%	0	NA
00106-100	Online Animal Prescriptions	4,360	2,550	5	3,160	3	60%	1	20%	1	20%

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%
85351-000	Online Auctions	176,082	220	545	334	469	86%	76	14%	0	NA
50040-200	Online Car Dealers	152,124	245	2,099	114	2,045	97%	37	2%	17	1%
65188-000	Online Casino	1,640	3,449	24	1,950	19	79%	5	21%	0	NA
50183-100	Online Consignment	7,674	2,022	86	1,096	54	63%	29	34%	3	3%
61037-000	Online Cosmetic Sales	109,686	324	265	558	139	52%	122	46%	4	2%
60278-100	Online Dance Classes	23	5,949	0	4,686	0	NA	0	NA	0	NA
60282-100	Online Dating Services	81,165	448	2,801	87	2,649	95%	150	5%	2	0%
85364-100	Online Education	244,662	146	1,953	125	1,783	91%	153	8%	17	1%
60350-030	Online Estate Sales	61	5,689	0	4,686	0	NA	0	NA	0	NA
65259-100	Online Event Registration	18,159	1,299	527	344	403	76%	124	24%	0	NA
65475-000	Online Gaming	117,263	314	2,436	100	1,994	82%	435	18%	7	0%
61200-000	Online Investigative Journalism	1,125	3,820	6	3,025	0	NA	5	83%	1	17%
85354-100	Online Payment	14,136	1,495	85	1,104	57	67%	27	32%	1	1%
85255-000	Online Pharmacy	84,681	431	107	975	89	83%	15	14%	3	3%
60983-000	Online Photography Sales	1,145	3,805	11	2,554	7	64%	4	36%	0	NA
80860-000	Online Publications	25,366	1,071	144	816	86	60%	56	39%	2	1%
62100-000	Online Retailer	5,839,021	2	51,153	1	25,730	50%	22,913	45%	2,510	5%
70670-000	Online Shipping Broker	64,444	539	150	799	108	72%	42	28%	0	NA
60974-000	Online Shopping	1,685,722	16	19,920	7	14,312	72%	5,015	25%	593	3%
65785-000	Online Trading School	39,453	783	999	204	931	93%	68	7%	0	NA
70632-100	Online Travel Agency	270,238	129	4,561	52	3,821	84%	677	15%	63	1%
60627-000	Opera Company	48	5,776	0	4,686	0	NA	0	NA	0	NA
44091-010	Ophthalmologist	565	4,410	6	3,025	4	67%	2	33%	0	NA
60678-000	Ophthalmology	39,115	790	122	902	91	75%	31	25%	0	NA
50466-000	Optical Equipment	24,313	1,100	217	627	205	94%	12	6%	0	NA
30437-000	Optical Imaging	1,877	3,322	5	3,160	4	80%	1	20%	0	NA
50468-000	Optical Repairs	16,021	1,406	75	1,173	35	47%	40	53%	0	NA
50466-100	Optical Supplies	919	4,002	4	3,323	3	75%	1	25%	0	NA
50469-000	Optician	58,976	586	668	277	568	85%	100	15%	0	NA
60628-000	Optometric Information Bureaus	89	5,535	0	4,686	0	NA	0	NA	0	NA
60629-000	Optometrist	100,279	361	560	323	355	63%	200	36%	5	1%
44091-000	Optometry	3,202	2,868	37	1,628	20	54%	17	46%	0	NA
00190-000	Orchard	1,434	3,581	3	3,526	2	67%	1	33%	0	NA
61092-000	Orchestra	1,217	3,755	14	2,374	5	36%	9	64%	0	NA
00191-000	Orchid Growers	816	4,097	3	3,526	0	NA	3	100%	0	NA
00192-000	Ore	3	6,151	0	4,686	0	NA	0	NA	0	NA
60631-000	Organ and Tissue Donation	6,736	2,133	4	3,323	3	75%	1	25%	0	NA
50471-000	Organ Repair	1,599	3,469	2	3,770	2	100%	0	NA	0	NA
00128-101	Organic Farms	3,275	2,834	3	3,526	3	100%	0	NA	0	NA
50254-100	Organic Fertilizer	1,715	3,410	0	4,686	0	NA	0	NA	0	NA
80320-100	Organic Food	7,948	1,989	60	1,295	43	72%	17	28%	0	NA
83000-000	Organic Products	10,195	1,756	66	1,244	55	83%	11	17%	0	NA
44092-000	Organization	14,409	1,479	52	1,381	37	71%	15	29%	0	NA
60632-000	Organizing Services	6,814	2,126	10	2,635	8	80%	2	20%	0	NA
50470-000	Organs	1,243	3,730	1	4,098	0	NA	1	100%	0	NA
50133-100	Oriental Carpet Dealers	18,898	1,272	52	1,381	41	79%	11	21%	0	NA
50472-000	Oriental Goods	333	4,811	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
80633-000	O-Ring	379	4,710	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
30438-100	Ornamental Iron Contractor	3,439	2,785	6	3,025	4	67%	2	33%	0	NA
30438-000	Ornamental Metal Work	14,987	1,447	18	2,185	14	78%	4	22%	0	NA
60291-000	Orthodontist	59,420	581	241	593	152	63%	87	36%	2	1%
80531-000	Orthopedic Appliances	13,669	1,518	51	1,402	46	90%	5	10%	0	NA
80152-000	Orthopedic Chairs	2,839	2,971	12	2,487	3	25%	9	75%	0	NA
50581-000	Orthopedic Shoes	63,402	550	113	943	90	80%	23	20%	0	NA
60679-000	Orthopedic Surgeon	32,904	904	157	779	106	68%	48	31%	3	2%
60666-000	Osteopath	4,191	2,580	6	3,025	4	67%	1	17%	1	17%
60857-200	OTR Truck Driver Tax Return Preparation	910	4,008	2	3,770	0	NA	2	100%	0	NA
00193-000	Outboard Motor Repair	7,303	2,062	9	2,722	8	89%	1	11%	0	NA
50473-000	Outboard Motors	5,134	2,380	25	1,919	19	76%	6	24%	0	NA
60017-000	Outdoor Advertising	9,502	1,817	20	2,098	5	25%	15	75%	0	NA
50279-010	Outdoor Fountains	305	4,865	1	4,098	0	NA	1	100%	0	NA
50290-000	Outdoor Furniture	40,422	771	209	648	152	73%	57	27%	0	NA
10006-200	Outdoor Kitchens	20,356	1,218	160	762	141	88%	18	11%	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%
10006-210	Outdoor Living	7,346	2,056	42	1,531	16	38%	20	48%	6	14%
00151-300	Outfitters	7,407	2,048	28	1,838	6	21%	22	79%	0	NA
50248-000	Outlet Stores	8,987	1,865	82	1,131	25	30%	56	68%	1	1%
60445-200	Outpatient Surgery Center	6,336	2,204	22	2,016	13	59%	9	41%	0	NA
50474-000	Outplacement Consultant	1,154	3,799	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
30557-000	Oven Manufacturers	2,028	3,247	2	3,770	1	50%	1	50%	0	NA
50531-000	Oven Parts	87	5,548	3	3,526	2	67%	1	33%	0	NA
50530-000	Oven Repair	436	4,608	1	4,098	0	NA	1	100%	0	NA
50626-000	Overstock Merchandise	21,614	1,185	49	1,423	38	78%	9	18%	2	4%
30441-000	Oxygen	15,339	1,434	75	1,173	64	85%	2	3%	9	12%
80532-000	Oxygen Producing Equipment	4,006	2,629	5	3,160	3	60%	2	40%	0	NA
80533-000	Oxygen Therapy	3,004	2,921	7	2,903	4	57%	3	43%	0	NA
30442-000	Ozone Machine	1,515	3,534	1	4,098	1	100%	0	NA	0	NA
60633-000	Packaging Design and Development	4,518	2,517	5	3,160	1	20%	3	60%	1	20%
30443-000	Packaging Machinery	2,702	3,019	4	3,323	2	50%	2	50%	0	NA
60634-000	Packaging Service	21,883	1,178	150	799	122	81%	28	19%	0	NA
80534-000	Packaging Supplies	23,713	1,116	42	1,531	36	86%	6	14%	0	NA
70572-200	Packing Service	18,054	1,302	103	991	78	76%	22	21%	3	3%
70575-000	Paging Equipment	4,242	2,572	4	3,323	3	75%	1	25%	0	NA
70575-100	Paging Service	2	6,163	0	4,686	0	NA	0	NA	0	NA
80535-000	Pails	1	6,181	0	4,686	0	NA	0	NA	0	NA
85700-000	Pain Management	52,548	643	52	1,381	36	69%	16	31%	0	NA
60218-300	Pain Management Clinics	14,787	1,456	38	1,608	25	66%	13	34%	0	NA
50476-000	Paint	34,241	877	48	1,440	21	44%	25	52%	2	4%
30445-000	Paint Manufacturing Equipment	706	4,225	1	4,098	0	NA	1	100%	0	NA
30446-000	Paint Manufacturing Materials	2,198	3,186	13	2,427	11	85%	2	15%	0	NA
10094-000	Paint Removal	1,487	3,548	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
50295-100	Paintball Games	2,498	3,084	7	2,903	1	14%	6	86%	0	NA
50295-110	Paintball Supplies	623	4,328	7	2,903	6	86%	1	14%	0	NA
10095-000	Painting Contractors	1,547,969	20	1,184	185	567	48%	592	50%	25	2%
50475-000	Painting Supplies	6,187	2,230	10	2,635	2	20%	8	80%	0	NA
60094-110	Paintless Dent Repair	5,201	2,365	5	3,160	2	40%	3	60%	0	NA
30448-000	Pallets	12,809	1,568	3	3,526	2	67%	1	33%	0	NA
50477-000	Paneling	506	4,483	1	4,098	1	100%	0	NA	0	NA
50478-000	Pants	8	6,100	0	4,686	0	NA	0	NA	0	NA
30031-000	Paper Bags	578	4,391	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
30451-000	Paper Brokers	217	5,072	0	4,686	0	NA	0	NA	0	NA
30452-000	Paper Converters	463	4,556	1	4,098	1	100%	0	NA	0	NA
30449-100	Paper Cups	12	6,043	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
30453-000	Paper Distributors	3,368	2,805	3	3,526	0	NA	3	100%	0	NA
10096-000	Paper Hanger	902	4,017	0	4,686	0	NA	0	NA	0	NA
50381-000	Paper Labels	2,616	3,043	2	3,770	2	100%	0	NA	0	NA
30455-000	Paper Manufacturers	2,499	3,082	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
30456-000	Paper Mill Supplies	52	5,755	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
30457-000	Paper Products	10,902	1,698	25	1,919	9	36%	16	64%	0	NA
80539-000	Paper Shredder	620	4,332	2	3,770	2	100%	0	NA	0	NA
30459-000	Paper Towels	87	5,548	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
80775-000	Paper Waste	23	5,949	0	4,686	0	NA	0	NA	0	NA
70576-000	Parachute Jumping	400	4,675	1	4,098	1	100%	0	NA	0	NA
30464-000	Parachutes	605	4,354	8	2,809	1	13%	7	88%	0	NA
60372-000	Parade Floats	215	5,079	0	4,686	0	NA	0	NA	0	NA
60635-000	Paralegal	26,989	1,037	55	1,350	37	67%	16	29%	2	4%
70515-100	Paramedic	300	4,876	0	4,686	0	NA	0	NA	0	NA
60637-000	Parapsychologist	600	4,362	4	3,323	2	50%	2	50%	0	NA
80900-000	Parasail Equipment	444	4,592	2	3,770	1	50%	1	50%	0	NA
80900-100	Parasailing	206	5,102	10	2,635	2	20%	8	80%	0	NA
60638-000	Parcel Post Assembly Service	1,450	3,572	16	2,278	8	50%	8	50%	0	NA
85373-000	Pardon Services	8,885	1,878	58	1,319	23	40%	33	57%	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%
85331-200	Parent Education	1,703	3,419	8	2,809	5	63%	3	38%	0	NA
85331-300	Parenting Classes	5,078	2,397	4	3,323	1	25%	3	75%	0	NA
10089-100	Parging	1,013	3,925	0	4,686	0	NA	0	NA	0	NA
60641-000	Park	2,735	3,009	31	1,760	13	42%	18	58%	0	NA
44095-000	Parking	27,968	1,020	666	278	501	75%	165	25%	0	NA
60639-000	Parking Attendant	8,631	1,906	115	934	67	58%	48	42%	0	NA
60640-000	Parking Facilities	78,065	463	1,205	181	863	72%	338	28%	4	0%
10098-000	Parking Garage Construction	1,629	3,457	8	2,809	3	38%	5	63%	0	NA
30465-000	Parking Garage Equipment	838	4,075	4	3,323	1	25%	3	75%	0	NA
10097-000	Parking Lot Maintenance	17,513	1,332	38	1,608	28	74%	9	24%	1	3%
10098-100	Parking Space Rental	27	5,914	1	4,098	1	100%	0	NA	0	NA
60642-000	Parliamentarian	20	5,969	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
50479-010	Party Bus Rental	1,336	3,662	6	3,025	1	17%	4	67%	1	17%
60284-000	Party Decoration Contractors	2,742	3,006	17	2,233	2	12%	15	88%	0	NA
50479-101	Party Facilities	5,132	2,381	42	1,531	12	29%	27	64%	3	7%
50479-000	Party Planning	13,468	1,528	38	1,608	17	45%	20	53%	1	3%
50480-000	Party Supplies	47,609	691	453	377	397	88%	54	12%	2	0%
50481-000	Party Supply Rentals	20,163	1,222	76	1,167	37	49%	38	50%	1	1%
10078-100	Passive Home Building	190	5,137	0	4,686	0	NA	0	NA	0	NA
60643-000	Passports and Visas	58,091	591	349	465	178	51%	164	47%	7	2%
60644-000	Patent Agent	8,857	1,883	15	2,320	7	47%	7	47%	1	7%
60075-113	Patent Attorney	4,001	2,632	6	3,025	1	17%	5	83%	0	NA
80469-000	Patent Medicine	623	4,328	3	3,526	1	33%	2	67%	0	NA
60646-000	Patent Search	2,408	3,113	5	3,160	4	80%	1	20%	0	NA
60488-101	Paternity Test	2,195	3,187	1	4,098	1	100%	0	NA	0	NA
10099-500	Patio Contractor	8,517	1,918	15	2,320	11	73%	4	27%	0	NA
10100-100	Patio Covers	12,511	1,584	35	1,665	18	51%	15	43%	2	6%
10099-400	Patio Design	1,923	3,302	6	3,025	3	50%	3	50%	0	NA
50221-100	Patio Doors	1,152	3,800	3	3,526	1	33%	2	67%	0	NA
10100-000	Patio Enclosures	69,769	507	187	700	167	89%	18	10%	2	1%
50482-000	Patio Furniture	12,724	1,574	82	1,131	63	77%	19	23%	0	NA
10100-200	Patio Heaters	79	5,582	0	4,686	0	NA	0	NA	0	NA
10099-000	Patios and Decks	73,649	488	106	979	54	51%	49	46%	3	3%
30467-000	Pattern Maker	872	4,047	2	3,770	2	100%	0	NA	0	NA
30468-000	Pattern Makers Supplies	1	6,181	0	4,686	0	NA	0	NA	0	NA
80541-000	Pavement Equipment	398	4,679	1	4,098	1	100%	0	NA	0	NA
10101-000	Pavement Marking	5,984	2,273	6	3,025	1	17%	5	83%	0	NA
10102-000	Paving Contractors	682,810	45	969	212	437	45%	492	51%	40	4%
80542-000	Paving Equipment	577	4,392	0	4,686	0	NA	0	NA	0	NA
30469-000	Paving Materials	2,945	2,942	4	3,323	2	50%	2	50%	0	NA
30469-100	Paving Stones	5,157	2,375	5	3,160	1	20%	4	80%	0	NA
10176-000	Paving, Painting, Home Improvement - Itinerant Workers	8,463	1,931	39	1,589	4	10%	30	77%	5	13%
50483-000	Pawnbroker	46,246	703	164	749	106	65%	57	35%	1	1%
44000-010	Pay Per Click Advertising	187	5,150	1	4,098	0	NA	1	100%	0	NA
85353-000	Pay Phones	949	3,977	4	3,323	4	100%	0	NA	0	NA
25049-000	Payday Loans	205,136	180	751	250	575	77%	121	16%	55	7%
55577-000	Payment	787	4,123	5	3,160	2	40%	3	60%	0	NA
85354-000	Payment Processing Services	394,665	83	15,597	14	15,519	99%	76	0%	2	0%
60647-000	Payroll Services	80,206	450	705	268	668	95%	31	4%	6	1%
80543-000	Peanut Products	346	4,789	1	4,098	0	NA	1	100%	0	NA
80544-000	Pearl	3,102	2,898	1	4,098	1	100%	0	NA	0	NA
80305-101	Pediatric Rehabilitation	1,431	3,585	1	4,098	1	100%	0	NA	0	NA
60680-000	Pediatrician	23,078	1,131	265	558	231	87%	34	13%	0	NA
50326-220	Pellet Guns	23	5,949	2	3,770	0	NA	2	100%	0	NA
80545-200	Pen Manufacturers	878	4,039	18	2,185	14	78%	4	22%	0	NA
85279-000	Pen Pals	3,611	2,722	34	1,691	5	15%	29	85%	0	NA
80545-300	Pencil Manufacturers	92	5,517	1	4,098	0	NA	1	100%	0	NA
30471-000	Pennants	7	6,110	0	4,686	0	NA	0	NA	0	NA
89500-000	Penny Auctions	29,992	963	20	2,098	18	90%	0	NA	2	10%
50484-000	Pens and Pencils	1,210	3,760	5	3,160	1	20%	4	80%	0	NA
20059-000	Pension and Profit Sharing Plans	13,338	1,539	32	1,730	22	69%	9	28%	1	3%
30472-000	Perforated Materials	107	5,437	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
50189-000	Perfume	72,927	491	351	463	197	56%	150	43%	4	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%
80546-100	Perfume Manufacturers	382	4,700	5	3,160	2	40%	3	60%	0	NA
30474-000	Perfume Raw Materials	136	5,333	0	4,686	0	NA	0	NA	0	NA
10177-105	Pergolas	4,031	2,617	19	2,141	8	42%	11	58%	0	NA
60289-101	Periodontist	6,059	2,251	12	2,487	7	58%	5	42%	0	NA
30476-000	Perlite	226	5,056	0	4,686	0	NA	0	NA	0	NA
60854-100	Permanent Makeup	11,392	1,658	32	1,730	22	69%	8	25%	2	6%
61016-100	Personal Chef	19,684	1,246	19	2,141	1	5%	4	21%	14	74%
80468-100	Personal Emergency Response System	3,629	2,717	13	2,427	5	38%	8	62%	0	NA
60075-125	Personal Injury Lawyer	98,552	369	74	1,183	56	76%	18	24%	0	NA
61016-200	Personal Organizer	693	4,241	0	4,686	0	NA	0	NA	0	NA
80217-010	Personal Protective Equipment	16,738	1,373	56	1,340	46	82%	10	18%	0	NA
61020-000	Personal Security Guard	9,132	1,851	5	3,160	4	80%	0	NA	1	20%
60648-000	Personal Service Bureaus	190	5,137	0	4,686	0	NA	0	NA	0	NA
61016-000	Personal Services	18,274	1,294	69	1,219	31	45%	35	51%	3	4%
60802-000	Personal Shopper	11,005	1,691	134	855	20	15%	114	85%	0	NA
60429-100	Personal Trainer	29,600	972	97	1,022	46	47%	48	49%	3	3%
44096-000	Personalization	1,728	3,401	13	2,427	2	15%	11	85%	0	NA
60649-000	Personnel Consultants	8,909	1,876	13	2,427	10	77%	3	23%	0	NA
60650-000	Pest Control	1,307,065	24	4,615	51	4,164	90%	435	9%	16	0%
60651-000	Pest Control Supplies	34,879	864	54	1,360	46	85%	8	15%	0	NA
60900-100	Pesticide Training	12	6,043	0	4,686	0	NA	0	NA	0	NA
00153-000	Pet Boarding	134,348	266	103	991	63	61%	38	37%	2	2%
00194-000	Pet Cemetery	10,726	1,708	11	2,554	10	91%	1	9%	0	NA
85280-000	Pet Containment System	6,100	2,242	19	2,141	11	58%	8	42%	0	NA
05153-100	Pet Day Care	13,580	1,523	20	2,098	10	50%	9	45%	1	5%
00195-000	Pet Exercise	6,046	2,253	2	3,770	2	100%	0	NA	0	NA
70517-310	Pet Food	1,598	3,472	19	2,141	15	79%	4	21%	0	NA
00196-000	Pet Grooming	164,642	229	183	709	88	48%	94	51%	1	1%
00197-000	Pet Insurance	44,487	724	494	356	493	100%	1	0%	0	NA
50367-100	Pet Jewelry	2,712	3,018	31	1,760	2	6%	28	90%	1	3%
00153-200	Pet Kennels	15,040	1,444	14	2,374	6	43%	8	57%	0	NA
60658-100	Pet Photographer	429	4,618	2	3,770	0	NA	2	100%	0	NA
90040-100	Pet Scams	27,407	1,030	120	913	1	1%	88	73%	31	26%
88300-000	Pet Services	204,355	184	243	590	134	55%	98	40%	11	5%
50485-000	Pet Shop	186,631	207	715	265	491	69%	207	29%	17	2%
05153-000	Pet Sitting	48,801	678	363	454	351	97%	11	3%	1	0%
50486-000	Pet Supplies	390,440	84	1,688	140	1,281	76%	391	23%	16	1%
00198-000	Pet Training	29,255	984	53	1,371	19	36%	34	64%	0	NA
00199-000	Pet Transport	31,769	930	84	1,110	12	14%	57	68%	15	18%
85338-000	Pet Waste Removal	5,201	2,365	8	2,809	5	63%	3	38%	0	NA
30478-000	Petroleum	7,696	2,017	15	2,320	6	40%	9	60%	0	NA
30432-000	Petroleum Oil	4,814	2,444	18	2,185	16	89%	2	11%	0	NA
30479-000	Petroleum Products	11,735	1,640	10	2,635	10	100%	0	NA	0	NA
44097-000	Pets	14,197	1,489	48	1,440	19	40%	25	52%	4	8%
50487-000	Pewter	100	5,472	0	4,686	0	NA	0	NA	0	NA
30480-000	Pewterware	48	5,776	0	4,686	0	NA	0	NA	0	NA
60172-108	Pharmaceutical Consultant	6,782	2,127	8	2,809	6	75%	1	13%	1	13%
30481-000	Pharmaceutical Equipment	889	4,027	3	3,526	0	NA	3	100%	0	NA
80548-000	Pharmaceutical Manufacturing	35,073	859	228	609	157	69%	69	30%	2	1%
80548-100	Pharmaceutical Research	8,089	1,966	30	1,782	5	17%	24	80%	1	3%
60785-100	Pharmaceutical Scientist	247	5,006	2	3,770	1	50%	0	NA	1	50%
50488-000	Pharmacy	179,144	213	1,496	154	1,351	90%	145	10%	0	NA
85255-010	Pharmacy Delivery	445	4,590	3	3,526	1	33%	2	67%	0	NA
44098-000	Philosophy	33	5,869	0	4,686	0	NA	0	NA	0	NA
65549-220	Phlebotomy	305	4,865	2	3,770	2	100%	0	NA	0	NA
65548-210	Phlebotomy Certification	4,430	2,535	8	2,809	5	63%	3	38%	0	NA
65548-200	Phlebotomy Training	6,418	2,190	7	2,903	6	86%	1	14%	0	NA
85259-000	Phone Book Cover Advertising	43	5,810	0	4,686	0	NA	0	NA	0	NA
77100-000	Photo Booth Rental	3,288	2,827	21	2,054	7	33%	13	62%	1	5%
55632-000	Photo Developing	488	4,518	3	3,526	1	33%	2	67%	0	NA
30205-000	Photo Engraving	628	4,324	1	4,098	1	100%	0	NA	0	NA
60654-000	Photo Finishing Wholesale	801	4,110	0	4,686	0	NA	0	NA	0	NA
60653-100	Photo Imaging	11,991	1,620	53	1,371	30	57%	21	40%	2	4%
60659-000	Photo Printing	5,813	2,294	40	1,571	35	88%	4	10%	1	3%
60655-000	Photo Retouching	1,622	3,460	20	2,098	19	95%	1	5%	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%
85300-000	Sky Diving	1,900	3,312	17	2,233	9	53%	8	47%	0	NA
10139-100	Skylight Distributors	580	4,390	0	4,686	0	NA	0	NA	0	NA
10139-000	Skylights	8,475	1,930	17	2,233	12	71%	5	29%	0	NA
30623-000	Slate	452	4,576	0	4,686	0	NA	0	NA	0	NA
60218-101	Sleep Apnea	39,412	784	190	693	160	84%	30	16%	0	NA
60218-100	Sleep Center	22,504	1,155	69	1,219	40	58%	27	39%	2	3%
30624-000	Slicing Machine	30	5,893	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
30625-000	Sling	86	5,552	0	4,686	0	NA	0	NA	0	NA
50593-000	Slip Covers	1,349	3,653	8	2,809	0	NA	4	50%	4	50%
50018-000	Small Appliance Dealers	32,940	903	291	527	192	66%	98	34%	1	0%
50019-000	Small Appliance Parts	37,299	820	236	602	200	85%	36	15%	0	NA
60044-000	Small Appliance Services	114,078	318	386	428	189	49%	180	47%	17	4%
20048-000	Small Business Loans	204,971	181	2,751	89	2,629	96%	109	4%	13	0%
85340-000	Small Engine Repair	44,313	725	86	1,096	36	42%	48	56%	2	2%
60788-010	Smart Home Security	7,925	1,992	163	752	143	88%	17	10%	3	2%
77600-000	Smart Phone Software	2,832	2,973	31	1,760	10	32%	21	68%	0	NA
30627-000	Smelters	338	4,805	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
30629-000	Smoke Abatement Equipment	17	5,993	0	4,686	0	NA	0	NA	0	NA
10053-000	Smoke Alarm Systems	32,831	906	21	2,054	16	76%	3	14%	2	10%
50594-100	Smoke Alarms	142	5,304	0	4,686	0	NA	0	NA	0	NA
50594-000	Smoke Detectors	1,470	3,552	5	3,160	5	100%	0	NA	0	NA
60813-000	Smoke Odor Counteracting Service	248	5,001	0	4,686	0	NA	0	NA	0	NA
30630-000	Smoke Stack	1,414	3,600	6	3,025	0	NA	6	100%	0	NA
80467-200	Smokehouse	1,078	3,858	2	3,770	1	50%	1	50%	0	NA
60814-000	Smoking Cessation	1,803	3,360	3	3,526	2	67%	1	33%	0	NA
44123-000	Smoking Products	10,063	1,769	204	659	67	33%	135	66%	2	1%
55583-000	Snacks	3,572	2,738	22	2,016	9	41%	12	55%	1	5%
60218-102	Snoring	4,275	2,566	24	1,950	12	50%	12	50%	0	NA
80660-000	Snow Making Machine	204	5,108	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
80662-000	Snow Removal Equipment	4,815	2,443	25	1,919	20	80%	5	20%	0	NA
70605-000	Snow Removal Services	45,310	714	93	1,051	39	42%	52	56%	2	2%
50595-000	Snowmobile	9,430	1,825	56	1,340	50	89%	6	11%	0	NA
50595-100	Snowmobile Tours	141	5,309	2	3,770	1	50%	1	50%	0	NA
30632-100	Soap	17,832	1,312	212	638	196	92%	16	8%	0	NA
30631-000	Soap Dispenser	119	5,403	0	4,686	0	NA	0	NA	0	NA
30633-000	Soap Making	1,033	3,908	4	3,323	2	50%	2	50%	0	NA
33000-100	Sober Living Facility	399	4,676	2	3,770	0	NA	2	100%	0	NA
60815-000	Soccer Clubs	6,459	2,181	46	1,472	29	63%	17	37%	0	NA
96000-200	Social Business	31	5,885	2	3,770	1	50%	1	50%	0	NA
96000-100	Social Enterprise	49	5,768	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
96000-500	Social Impact Facilitator	4	6,139	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
85359-100	Social Media Consultant	14,253	1,485	25	1,919	8	32%	16	64%	1	4%
85363-000	Social Media Marketing	125,075	297	8,247	28	4,006	49%	4,238	51%	3	0%
60075-160	Social Security Lawyers	2,939	2,943	2	3,770	2	100%	0	NA	0	NA
60816-000	Social Security Services	41,562	753	38	1,608	33	87%	5	13%	0	NA
60817-000	Social Service Organizations	12,018	1,618	20	2,098	11	55%	9	45%	0	NA
60818-000	Social Worker	6,008	2,262	8	2,809	1	13%	6	75%	1	13%
00210-000	Sod	21,548	1,189	42	1,531	18	43%	23	55%	1	2%
00210-100	Sod Installation	257	4,982	2	3,770	1	50%	1	50%	0	NA
80088-010	Soda Blasting	26	5,924	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
80665-000	Soda Fountain Repair	25	5,930	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
80666-000	Soda Fountain Supplies	367	4,738	11	2,554	11	100%	0	NA	0	NA
79000-000	Soffit and Fascia	1,850	3,341	1	4,098	0	NA	1	100%	0	NA
60940-010	Soft Washing	1,618	3,463	0	4,686	0	NA	0	NA	0	NA
60235-100	Software Testing	32,672	908	19	2,141	13	68%	6	32%	0	NA
55613-000	Soil	511	4,476	3	3,526	1	33%	2	67%	0	NA
80667-000	Soil Conditioner	561	4,415	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

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%
65733-000	Vacation Rentals	288,286	116	3,831	72	3,306	86%	518	14%	7	0%
60916-000	Vacation Timeshare	131,608	271	2,056	119	1,962	95%	92	4%	2	0%
50694-000	Vacuum Cleaners	64,884	535	194	685	123	63%	64	33%	7	4%
50696-000	Vacuum Cleaners Parts	15,281	1,437	41	1,552	34	83%	7	17%	0	NA
50695-000	Vacuum Cleaners Repair	14,826	1,455	21	2,054	7	33%	13	62%	1	5%
80764-000	Vacuum Cleaning Systems	11,061	1,682	163	752	151	93%	11	7%	1	1%
30112-000	Vacuum Coating	207	5,098	0	4,686	0	NA	0	NA	0	NA
80765-000	Vacuum Equipment	8,003	1,978	26	1,899	19	73%	7	27%	0	NA
80765-100	Vacuum Systems	734	4,189	3	3,526	1	33%	2	67%	0	NA
30602-100	Vacuum Truck	1,452	3,569	0	4,686	0	NA	0	NA	0	NA
60918-000	Valet Service	8,248	1,952	49	1,423	35	71%	14	29%	0	NA
30727-000	Valve	3,593	2,734	1	4,098	0	NA	1	100%	0	NA
30728-000	Valve Repair	438	4,605	0	4,686	0	NA	0	NA	0	NA
60919-100	Van Accessories	141	5,309	1	4,098	0	NA	1	100%	0	NA
60919-000	Van Conversions	7,310	2,061	16	2,278	9	56%	7	44%	0	NA
50040-150	Van Rental	91	5,526	7	2,903	2	29%	5	71%	0	NA
50430-100	Vanity Mirrors	44	5,803	2	3,770	2	100%	0	NA	0	NA
90016-000	Vanity Publisher	7,980	1,983	18	2,185	4	22%	14	78%	0	NA
50751-010	Vans	214	5,082	0	4,686	0	NA	0	NA	0	NA
50697-000	Vaporizer	36,391	831	377	436	229	61%	146	39%	2	1%
50698-000	Variable Speed Drive	89	5,535	1	4,098	1	100%	0	NA	0	NA
50699-000	Variety Store	16,512	1,384	196	680	31	16%	161	82%	4	2%
60665-400	Vascular Surgeon	2,088	3,221	8	2,809	4	50%	4	50%	0	NA
50544-110	Vegan Food	451	4,577	5	3,160	1	20%	3	60%	1	20%
30435-000	Vegetable Oil	163	5,238	0	4,686	0	NA	0	NA	0	NA
50751-000	Vehicle Sales Manufacturing Companies	2,974	2,934	16	2,278	13	81%	3	19%	0	NA
85347-100	Vehicle Salvage	241	5,019	2	3,770	1	50%	1	50%	0	NA
50750-101	Vehicle Transport	106,624	339	313	504	183	58%	129	41%	1	0%
60767-000	Vehicle Undercoating	2,980	2,932	8	2,809	4	50%	4	50%	0	NA
60095-210	Vehicle Wrap	7,935	1,990	20	2,098	7	35%	13	65%	0	NA
60218-400	Vein Clinic	5,544	2,324	24	1,950	18	75%	6	25%	0	NA
50702-100	Vending Machine Parts	8	6,100	0	4,686	0	NA	0	NA	0	NA
50702-000	Vending Machine Supplies	5,200	2,367	11	2,554	6	55%	5	45%	0	NA
50701-000	Vending Machines	43,993	728	47	1,458	18	38%	27	57%	2	4%
80572-100	Veneers	26,130	1,053	60	1,295	26	43%	34	57%	0	NA
60920-000	Venetian Blind Cleaning	2,345	3,134	7	2,903	1	14%	6	86%	0	NA
50703-000	Venetian Blind Dealers	16,236	1,394	129	879	123	95%	6	5%	0	NA
80767-000	Venetian Blind Manufacturer	1,464	3,557	5	3,160	4	80%	1	20%	0	NA
50704-000	Venetian Blind Parts	157	5,257	0	4,686	0	NA	0	NA	0	NA
60920-100	Venetian Blind Repair	490	4,514	8	2,809	7	88%	1	13%	0	NA
00137-100	Venison	16	6,002	0	4,686	0	NA	0	NA	0	NA
10165-000	Ventilating Contractors	3,704	2,692	4	3,323	3	75%	1	25%	0	NA
80768-000	Ventilation	3,299	2,824	5	3,160	0	NA	5	100%	0	NA
60921-000	Ventilation System Cleaning	6,403	2,194	18	2,185	3	17%	1	6%	14	78%
25053-100	Venture Capitalist	2,134	3,205	5	3,160	1	20%	4	80%	0	NA
00221-000	Vermiculite	13	6,031	0	4,686	0	NA	0	NA	0	NA
50705-000	Vertical Blinds	5,012	2,410	11	2,554	5	45%	6	55%	0	NA
90021-910	Veteran Charities	214	5,082	1	4,098	1	100%	0	NA	0	NA
60923-200	Veterans Benefits	19,885	1,235	15	2,320	13	87%	2	13%	0	NA
60922-000	Veterans Organizations	42,379	745	43	1,518	31	72%	12	28%	0	NA
00222-000	Veterinarian	301,610	108	867	228	562	65%	300	35%	5	1%
60923-000	Veterinarian Information	854	4,062	7	2,903	6	86%	1	14%	0	NA
30730-100	Veterinary Equipment	1,091	3,846	1	4,098	1	100%	0	NA	0	NA
00222-200	Veterinary Internal Medicine	3,708	2,690	16	2,278	14	88%	2	13%	0	NA
60489-000	Veterinary Laboratory	2,028	3,247	11	2,554	10	91%	1	9%	0	NA
00222-400	Veterinary Neurology	64	5,675	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
80469-100	Veterinary Preventative Medicine	324	4,828	0	4,686	0	NA	0	NA	0	NA
60923-100	Veterinary Referral	67	5,658	0	4,686	0	NA	0	NA	0	NA
30730-000	Veterinary Supplies	3,937	2,645	13	2,427	12	92%	1	8%	0	NA
00222-500	Veterinary Surgery	2,723	3,012	6	3,025	5	83%	1	17%	0	NA
30731-000	Vial	95	5,504	1	4,098	1	100%	0	NA	0	NA
20084-000	Viatical Settlement	7,011	2,098	4	3,323	2	50%	1	25%	1	25%
30732-000	Vibration Control	294	4,891	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

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%
50356-000	Writing Ink	369	4,734	15	2,320	10	67%	5	33%	0	NA
55595-000	X-Ray	223	5,060	2	3,770	1	50%	1	50%	0	NA
60999-000	X-Ray Duplicating	176	5,188	1	4,098	1	100%	0	NA	0	NA
30761-000	X-Ray Equipment	1,464	3,557	0	4,686	0	NA	0	NA	0	NA
60964-000	Yacht Broker	13,992	1,501	15	2,320	10	67%	5	33%	0	NA
61000-000	Yacht Charter Broker	3,874	2,659	8	2,809	5	63%	3	38%	0	NA
50744-000	Yarn	2,749	3,005	18	2,185	5	28%	11	61%	2	11%
80803-100	Yarn Manufacturers	41	5,823	0	4,686	0	NA	0	NA	0	NA
60023-000	Yellow Pages Advertising	23,271	1,130	47	1,458	28	60%	17	36%	2	4%
60965-300	Yoga Classes	4,976	2,419	60	1,295	40	67%	18	30%	2	3%
60965-000	Yoga Instructor	14,320	1,481	84	1,110	68	81%	15	18%	1	1%
60965-200	Yoga Studio	3,703	2,694	28	1,838	15	54%	11	39%	2	7%
60965-100	Yoga Supplies	19,293	1,259	23	1,978	15	65%	8	35%	0	NA
50745-000	Yogurt	1,194	3,770	4	3,323	0	NA	4	100%	0	NA
60966-000	Youth Organization Center	11,016	1,688	27	1,867	22	81%	5	19%	0	NA
30763-000	Zinc Oxide	10	6,070	1	4,098	1	100%	0	NA	0	NA
80054-000	Zip Ties	9	6,088	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
50746-000	Zippers	156	5,258	0	4,686	0	NA	0	NA	0	NA
60969-000	Zoo and Aquarium	4,767	2,454	16	2,278	12	75%	4	25%	0	NA
00105-000	Zoo Animals	3,668	2,702	15	2,320	9	60%	6	40%	0	NA
60968-000	Zoological Gardens	476	4,534	3	3,526	1	33%	2	67%	0	NA