BBB in your Community

8 out of 10
Consumers familiar with the BBB Accreditation Seal are more likely to purchase when a business displays BBB’s Accreditation Seal.

FREE Shredding
Friday, November 6th
9:00 AM - 11:00 AM

SCAM TRACKER
Find out where scams are happening. Be alert.
bbb.org/scamtracker

Nearly 1 in 5
Individuals lose money to a scam each year, with annual losses estimated at $50 billion.

BBB Leads as the #1 Choice
to report scams, to resolve company disputes, without going to court; and to research trusted businesses.

BBB AUTO LINE®
Car problems? Let us help.

Hurricane Preparedness Week
#HurricanePrep

7 out of 10
U.S. Consumers are likely to consult BBB prior to hiring a service contractor.

2016 Annual Report
Better Business Bureau®
Serving West Florida
2016 Year In Review

Our Vision
An ethical marketplace where buyers and sellers can trust each other.

Our Mission
To be the leader in advancing marketplace trust.

We do this by:
- Creating a community of trustworthy businesses
- Setting standards for marketplace trust
- Encouraging and supporting best practices
- Celebrating marketplace role models
- Denouncing substandard marketplace behavior

Top 10 Complaints
1. Furniture Retailers
2. Auto Rental & Leasing
3. T-shirt Companies
4. Fulfillment Services
5. Collection Agencies
6. New Car Dealerships
7. Air Conditioning
8. TV - Cable, CATV & Sat
9. Health Diet Retailers
10. Furniture Retailers

Top 10 Inquiries
1. Air Conditioning
2. Roofers
3. Insurance
4. Collection Agencies
5. Swimming Pool Contractors
6. Used Car Dealerships
7. Marketing - Home Based Business
8. Furniture Retailers
9. Property Management
10. Plumbers

7,352,340
Website Page Views

35,997
Accredited Business Online Seal Clicks

4,464,203
Business Profiles Provided

17,737
Accredited Business Request A Quotes

8,137
Customer Reviews Posted
74.3% Positive
24.2% Negative
1.6% Neutral

21,378
Complaints
81.62% Resolution Rate

819
Local Media Mentions

198
Investigations

330
Advertising Reviews

2,999
Mediations and Arbitrations

4,387
Accredited Businesses