

**U.S. Better Business Bureau  
2003 Activity Report  
Sorted Alphabetically by Type of Business**

Type of Business	TOB Code	Total		Complaints		Complaints		Complaints	
		Complaints Closed	Complaint Rank	Settled	% Settled	Unpursuable	% Unpursuable	Unsettled	% Unsettled
<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>	<b>4.5%</b>	<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Acupuncturists	3016	69	707	23	33.3%	19	27.5%	27	39.1%
Adoption Services	3840	83	649	55	66.3%	2	2.4%	26	31.3%
Advance Fee Loan Brokers	1222	470	264	164	34.9%	10	2.1%	296	63.0%
Advertising Specialty Companies	8032	755	204	430	57.0%	1	0.1%	324	42.9%
Advertising/Marketing Agencies	8030	3,718	43	2,788	75.0%	48	1.3%	882	23.7%
Agri-Business	6860	23	919	14	60.9%	1	4.3%	8	34.8%
Aids Research & Clinics	3104	86	642	5	5.8%	80	93.0%	1	1.2%
Air Charter Services	0860	35	844	16	45.7%	0	0.0%	19	54.3%
Air Purification Systems & Equipment	4736	46	795	23	50.0%	3	6.5%	20	43.5%
Aircraft Dealers/Suppliers	0800	43	806	19	44.2%	4	9.3%	20	46.5%
Aircraft Rental Services	0861	11	1027	1	9.1%	8	72.7%	2	18.2%
Aircraft Services-Other	0899	55	762	17	30.9%	0	0.0%	38	69.1%
Aircraft Servicing & Maintenance	0818	17	973	8	47.1%	0	0.0%	9	52.9%
Aircraft Storage/Hangers	0868	11	1028	3	27.3%	1	9.1%	7	63.6%
Airlines	6400	1,384	126	1,097	79.3%	4	0.3%	283	20.4%
Airlines-Ticket Agencies	6401	73	692	53	72.6%	0	0.0%	20	27.4%
Airports	0858	74	690	8	10.8%	60	81.1%	6	8.1%
All-Terrain Vehicles-Sales And Service	0430	60	748	48	80.0%	0	0.0%	12	20.0%
Ambulance Services	3103	209	428	131	62.7%	30	14.4%	48	23.0%
Ammunition Reloading Equip & Supls	5537	22	929	11	50.0%	5	22.7%	6	27.3%
Amusement Parks	6568	279	356	116	41.6%	127	45.5%	36	12.9%
Anesthesiologists	3001	19	962	13	68.4%	3	15.8%	3	15.8%
Animal Hospitals	6817	223	415	145	65.0%	0	0.0%	78	35.0%
Animal Rendering Plants	6855	9	1044	1	11.1%	3	33.3%	5	55.6%
Animal Shelters	6819	76	679	43	56.6%	5	6.6%	28	36.8%
Answering Services	8041	214	425	186	86.9%	1	0.5%	27	12.6%
Antique Reproductions	5301	35	849	14	40.0%	4	11.4%	17	48.6%
Antique Shops	5300	262	371	136	51.9%	1	0.4%	125	47.7%
Apartments/Communities	1500	3,162	55	1,967	62.2%	110	3.5%	1,085	34.3%
Apparel-Boots - Retail And Repair	5063	69	708	29	42.0%	11	15.9%	29	42.0%
Apparel-Bridal Shops	5071	1,177	140	571	48.5%	225	19.1%	381	32.4%

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Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Apparel-Children & Infants-Retail	5030	141	521	88	62.4%	4	2.8%	49	34.8%
Apparel-Furriers - Retail/Repair/Storage	5090	933	171	573	61.4%	4	0.4%	356	38.2%
Apparel-General & Accessory Shops	5000	1,764	98	989	56.1%	69	3.9%	706	40.0%
Apparel-Leather Clothing-Retail	5051	153	499	76	49.7%	6	3.9%	71	46.4%
Apparel-Lingerie Shops	5080	101	599	59	58.4%	0	0.0%	42	41.6%
Apparel-Men's Retail	5020	86	637	51	59.3%	6	7.0%	29	33.7%
Apparel-Millinery Shops	5085	37	841	1	2.7%	36	97.3%	0	0.0%
Apparel-Neckwear & Necktie Shops	5086	8	1056	6	75.0%	2	25.0%	0	0.0%
Apparel-Shoe Stores	5060	500	254	308	61.6%	32	6.4%	160	32.0%
Apparel-Shoes-Custom Made	5061	216	422	183	84.7%	2	0.9%	31	14.4%
Apparel-Shoes-Orthopedic	5062	60	745	30	50.0%	3	5.0%	27	45.0%
Apparel-Sportswear-Retail	5040	210	427	123	58.6%	1	0.5%	86	41.0%
Apparel-Swimwear & Accessories	5041	41	820	7	17.1%	23	56.1%	11	26.8%
Apparel-T-Shirt Shops	5042	27	895	16	59.3%	1	3.7%	10	37.0%
Apparel-Tuxedo / Gown Sales & Rentals	5070	356	312	217	61.0%	7	2.0%	132	37.1%
Apparel-Uniforms - Sales/Rentals/Accessories	5072	194	448	112	57.7%	8	4.1%	74	38.1%
Apparel-Western Wear	5050	95	621	51	53.7%	1	1.1%	43	45.3%
Apparel-Women's Retail	5010	494	258	358	72.5%	0	0.0%	136	27.5%
Appliances Major-Rent & Lease	5141	252	379	143	56.7%	29	11.5%	80	31.7%
Appliances-Household-Major-Serv & Repair	6100	2,138	85	1,273	59.5%	69	3.2%	796	37.2%
Appliances-Retail	5140	2,455	71	1,796	73.2%	0	0.0%	659	26.8%
Appliances-Small-Repairs/Dealers	5142	1,244	136	806	64.8%	47	3.8%	391	31.4%
Aquariums-Public	6560	22	936	5	22.7%	17	77.3%	0	0.0%
Archery Equip & Supls	5535	45	800	11	24.4%	23	51.1%	11	24.4%
Archery Instruction	6501	6	1070	1	16.7%	5	83.3%	0	0.0%
Archery Ranges	6500	1	1100	0	0.0%	1	100.0%	0	0.0%
Architects	6300	124	553	81	65.3%	0	0.0%	43	34.7%
Art Galleries, Dealers & Consultants	5311	348	316	174	50.0%	2	0.6%	172	49.4%
Art Identification & Registration	6527	21	942	9	42.9%	1	4.8%	11	52.4%
Art Restoration & Conservation	6526	6	1065	2	33.3%	2	33.3%	2	33.3%
Art Supply Shops/Framing	5310	151	503	98	64.9%	2	1.3%	51	33.8%

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Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Artists & Sculptors	6323	22	927	4	18.2%	11	50.0%	7	31.8%
Asbestos Consulting/Testing/Removal	4700	33	857	12	36.4%	13	39.4%	8	24.2%
Assisted Living Centers	1513	33	862	15	45.5%	1	3.0%	17	51.5%
Associations	6380	126	545	76	60.3%	17	13.5%	33	26.2%
Astrologers	6320	259	372	46	17.8%	198	76.4%	15	5.8%
Attorney & Legal Services Plans	6309	277	357	171	61.7%	0	0.0%	106	38.3%
Attorney Referral Serv	6307	10	1033	3	30.0%	1	10.0%	6	60.0%
Attorneys	6305	1,136	143	716	63.0%	2	0.2%	418	36.8%
Attorneys-Patent	6303	9	1038	4	44.4%	1	11.1%	4	44.4%
Auctioneers	6313	852	184	548	64.3%	2	0.2%	302	35.4%
Audiologists	3021	34	852	21	61.8%	0	0.0%	13	38.2%
Auto Alarms & Security Systems	0200	302	341	200	66.2%	8	2.6%	94	31.1%
Auto Clubs	0310	494	257	421	85.2%	19	3.8%	54	10.9%
Auto Detailing	0210	247	386	131	53.0%	0	0.0%	116	47.0%
Auto Driveaway/Transport Companies	0350	1,085	150	766	70.6%	4	0.4%	315	29.0%
Auto Equip/Service-Performance, Race & Sports Car	0230	349	315	156	44.7%	2	0.6%	191	54.7%
Auto Extended Service Contract Companies	0320	2,671	65	1,847	69.2%	1	0.04%	823	30.8%
Auto Parts/Supplies	0220	4,490	33	2,499	55.7%	3	0.1%	1,988	44.3%
Auto Repair Facilities-Other	0199	3,211	54	1,749	54.5%	1	0.03%	1,461	45.5%
Auto Repair-Air Conditioning	0140	476	263	329	69.1%	16	3.4%	131	27.5%
Auto Repair-Body / Paint	0120	3,395	52	2,155	63.5%	125	3.7%	1,115	32.8%
Auto Repair-Brakes/Shocks/Mufflers	0130	2,511	70	1,900	75.7%	1	0.04%	610	24.3%
Auto Repair-Electric Serv	0110	276	360	136	49.3%	81	29.3%	59	21.4%
Auto Repair-Engines-Rebuild & Exchange	0146	787	199	429	54.5%	5	0.6%	353	44.9%
Auto Repair-Mech. (Except Transmission)	0100	9,948	11	6,316	63.5%	4	0.04%	3,628	36.5%
Auto Repair-Radiator	0141	115	566	61	53.0%	40	34.8%	14	12.2%
Auto Repair-Tire & Retread	0156	900	176	611	67.9%	43	4.8%	246	27.3%
Auto Repair-Transmission	0170	4,685	30	3,338	71.2%	6	0.1%	1,341	28.6%
Auto Repair-Wheel Alignment, Frame & Axle	0131	205	435	171	83.4%	2	1.0%	32	15.6%
Auto Repair-Windshield / Glass Shops	0180	1,072	154	713	66.5%	5	0.5%	354	33.0%
Auto Service-Auto Sound Systems-Sales/Service	0250	796	196	454	57.0%	31	3.9%	311	39.1%

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Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Auto Service-Car Wash & Polish	0360	1,042	157	587	56.3%	1	0.1%	454	43.6%
Auto Service-Diagnostic Serv	0265	157	492	132	84.1%	5	3.2%	20	12.7%
Auto Service-Gas & Service Stations	0260	1,379	127	753	54.6%	144	10.4%	482	35.0%
Auto Service-Inspection Stations	0340	408	292	307	75.2%	33	8.1%	68	16.7%
Auto Service-Maintenance-Other	0299	393	298	243	61.8%	0	0.0%	150	38.2%
Auto Service-Oil And Lubrication Centers, Quick Service	0261	1,730	100	1,112	64.3%	42	2.4%	576	33.3%
Auto Service-Rustproofing Shops	0270	52	776	33	63.5%	2	3.8%	17	32.7%
Auto Service-Seat Covers, Tops & Upholstery/Floor Coveri	0280	183	461	66	36.1%	68	37.2%	49	26.8%
Auto Services-Other	0399	1,078	153	663	61.5%	2	0.2%	413	38.3%
Auto Service-Specialty Parts-Hand & Foot Controls, Etc.	0222	44	802	33	75.0%	0	0.0%	11	25.0%
Auto Service-Steam Cleaning	0241	18	970	3	16.7%	8	44.4%	7	38.9%
Auto Service-Sunroofs	0281	12	1010	8	66.7%	3	25.0%	1	8.3%
Auto Service-Tire / Battery / Accessories Shops	0221	3,566	48	2,434	68.3%	8	0.2%	1,124	31.5%
Auto Service-Towing	0351	2,079	88	999	48.1%	13	0.6%	1,067	51.3%
Auto Service-Upholstery Cleaning	0240	7	1058	1	14.3%	3	42.9%	3	42.9%
Auto Service-Window Tinting	0283	207	431	102	49.3%	6	2.9%	99	47.8%
Auto Service-Wrecking / Salvage	0352	370	308	184	49.7%	3	0.8%	183	49.5%
Automobile & Truck Brokers/Listing Services	0300	226	412	136	60.2%	1	0.4%	89	39.4%
Automobile & Truck Rental / Leasing Companies	0020	3,675	44	2,549	69.4%	212	5.8%	914	24.9%
Automobile Dealers-Antique & Classic	0035	89	630	46	51.7%	8	9.0%	35	39.3%
Automobile Dealers-Custom-Designed & Replica	0050	56	757	26	46.4%	0	0.0%	30	53.6%
Automobile Dealers-Dune Buggies - Rental/Sales/Service	0055	35	850	20	57.1%	4	11.4%	11	31.4%
Automobile Dealers-Electric Cars-Sales/Service	0060	92	628	56	60.9%	2	2.2%	34	37.0%
Automobile Dealers-Franchised (New & Used Sales)	0001	23,729	1	18,095	76.3%	2	0.01%	5,632	23.7%
Automobile Dealers-Used Cars Only	0030	9,543	13	6,059	63.5%	42	0.4%	3,442	36.1%
Automobile Mfrs & Distr.	0010	1,625	108	1,529	94.1%	10	0.6%	86	5.3%
Baby Accessories & Serv(S)	3500	227	410	40	17.6%	150	66.1%	37	16.3%
Baby Accessories-Carriages & Strollers	5395	95	622	78	82.1%	2	2.1%	15	15.8%
Bail Bonds Companies	1750	101	598	37	36.6%	10	9.9%	54	53.5%
Bakeries	2310	235	401	112	47.7%	50	21.3%	73	31.1%
Ballooning	6566	48	787	18	37.5%	0	0.0%	30	62.5%

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Banks	1000	10,703	10	9,308	87.0%	1	0.01%	1,394	13.0%
Bartering Services	6395	21	939	4	19.0%	5	23.8%	12	57.1%
Baseball Cards & Sports Memorabilia	5574	99	609	66	66.7%	0	0.0%	33	33.3%
Baskets-Retail	5317	17	975	11	64.7%	3	17.6%	3	17.6%
Bathroom Accessories	4350	55	763	41	74.5%	3	5.5%	11	20.0%
Bathtubs & Sinks-Repair & Refinish	4605	171	473	94	55.0%	0	0.0%	77	45.0%
Beauty Pageants	6329	298	343	166	55.7%	10	3.4%	122	40.9%
Beauty Supplies & Equipment	5386	312	333	126	40.4%	104	33.3%	82	26.3%
Bed & Breakfast Lodging	6425	194	449	105	54.1%	3	1.5%	86	44.3%
Beds-Rental/Retail	5126	290	350	156	53.8%	85	29.3%	49	16.9%
Beverage Bottlers/Distributors	2915	18	966	14	77.8%	2	11.1%	2	11.1%
Bicycles-Dealers/Rentals/Repair	0440	245	389	138	56.3%	0	0.0%	107	43.7%
Billiard/Pool Halls	6515	54	766	38	70.4%	0	0.0%	16	29.6%
Billiard/Pool Supplies & Services	5523	32	871	16	50.0%	8	25.0%	8	25.0%
Billing & Invoicing	8049	462	270	421	91.1%	0	0.0%	41	8.9%
Bird & Wildlife Supply Shops	5810	17	974	13	76.5%	0	0.0%	4	23.5%
Blacksmith Services	6183	9	1042	2	22.2%	4	44.4%	3	33.3%
Boat Cleaning	0780	14	995	3	21.4%	7	50.0%	4	28.6%
Boat Covers, Tops & Upholster	0721	14	994	8	57.1%	0	0.0%	6	42.9%
Boat Dealers	0700	422	284	284	67.3%	6	1.4%	132	31.3%
Boat Dealers/Brokers - Yacht	0790	153	500	19	12.4%	127	83.0%	7	4.6%
Boat Equip & Supls	0769	112	573	44	39.3%	29	25.9%	39	34.8%
Boat Launching	0741	80	661	1	1.3%	79	98.8%	0	0.0%
Boat Manufacturers	0710	82	654	59	72.0%	2	2.4%	21	25.6%
Boat Rental-Charter	0730	128	540	70	54.7%	11	8.6%	47	36.7%
Boat Repair And Services	0720	236	400	133	56.4%	4	1.7%	99	41.9%
Boat Storage	0743	15	988	9	60.0%	1	6.7%	5	33.3%
Boat Transporting	0744	16	985	4	25.0%	8	50.0%	4	25.0%
Boat-Outboard Motors-Sales/Service	0771	52	778	16	30.8%	19	36.5%	17	32.7%
Boat-Sailmakers	0722	2	1098	1	50.0%	0	0.0%	1	50.0%
Book Bindery Services	6639	49	783	2	4.1%	46	93.9%	1	2.0%

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Book Stores & Distributors	5565	1,234	137	1,031	83.5%	1	0.1%	202	16.4%
Bookkeeping / Accounting Services	1905	441	275	220	49.9%	46	10.4%	175	39.7%
Books-Used & Rare	5666	67	717	41	61.2%	5	7.5%	21	31.3%
Boutiques	5430	52	777	29	55.8%	5	9.6%	18	34.6%
Bowling Alleys	6584	37	839	19	51.4%	1	2.7%	17	45.9%
Braille Supls	5394	70	706	17	24.3%	49	70.0%	4	5.7%
Breweries & Micro-Breweries	2475	2	1090	1	50.0%	0	0.0%	1	50.0%
Bridal Gown Preservation	6001	10	1036	8	80.0%	0	0.0%	2	20.0%
Bridal Registries	3600	21	941	12	57.1%	1	4.8%	8	38.1%
Bronzing	6041	9	1043	4	44.4%	1	11.1%	4	44.4%
Building Inspection Services	1562	19	954	12	63.2%	2	10.5%	5	26.3%
Building Materials And Supplies	4300	1,880	94	1,334	71.0%	1	0.1%	545	29.0%
Building Materials-Used	4301	54	767	23	42.6%	9	16.7%	22	40.7%
Buildings-Pre - Cut, Prefabricated & Modular	4334	289	351	205	70.9%	5	1.7%	79	27.3%
Bulk Meat Companies	2000	287	353	148	51.6%	3	1.0%	136	47.4%
Burglar Alarms & Monitoring	4360	2,727	63	2,188	80.2%	37	1.4%	502	18.4%
Buses-Charter & Rental	0900	533	245	355	66.6%	18	3.4%	160	30.0%
Business Opp-Other	1450	2,454	72	1,494	60.9%	1	0.04%	959	39.1%
Business Related Services-Other	8999	2,873	60	2,094	72.9%	30	1.0%	749	26.1%
Buying Clubs / Group Purchasing Org.	5202	2,629	67	2,164	82.3%	146	5.6%	319	12.1%
Cabinet Makers	4261	324	328	158	48.8%	4	1.2%	162	50.0%
Calligraphers	6317	63	734	3	4.8%	58	92.1%	2	3.2%
Campers-Dealers/Rental/Service	0450	86	638	42	48.8%	21	24.4%	23	26.7%
Campers-Supls & Parts	0460	18	969	10	55.6%	6	33.3%	2	11.1%
Campgrounds & Recreational Vehicle Parks	6588	159	489	82	51.6%	30	18.9%	47	29.6%
Camping Equip - Sales And Rental	5540	27	897	8	29.6%	17	63.0%	2	7.4%
Candles-Retail	5315	43	808	27	62.8%	2	4.7%	14	32.6%
Candy & Confectionery-Retail	2330	42	812	20	47.6%	1	2.4%	21	50.0%
Career & Outplacement Counseling	6344	883	179	196	22.2%	534	60.5%	153	17.3%
Carpenters	4260	232	404	102	44.0%	8	3.4%	122	52.6%
Carpet & Rug Dyers	6115	16	984	7	43.8%	0	0.0%	9	56.3%

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		Complaints Closed	Complaint Rank	Settled	% Settled	Unpursuable	% Unpursuable	Unsettled	% Unsettled
<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>	<b>4.5%</b>	<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Carpet & Rug Repair	6114	41	818	15	36.6%	17	41.5%	9	22.0%
Carpet / Upholstery Cleaning	6110	2,073	89	1,271	61.3%	29	1.4%	773	37.3%
Carpet, Floor, Rug Cleaning Equip	6112	165	477	104	63.0%	1	0.6%	60	36.4%
Catalog Showroom Merchandisers	5415	273	364	235	86.1%	1	0.4%	37	13.6%
Cattle Ranches	6841	0	1104	0	NA	0	NA	0	NA
Ceiling Cleaning	6140	64	727	38	59.4%	0	0.0%	26	40.6%
Cemeteries	3655	100	605	70	70.0%	3	3.0%	27	27.0%
Ceramic Equip., Kilns & Supplies	6523	2	1093	1	50.0%	1	50.0%	0	0.0%
Chain Letters	1410	46	796	29	63.0%	14	30.4%	3	6.5%
Chambers Of Commerce	6381	586	232	47	8.0%	530	90.4%	9	1.5%
Charity - Local	6910	487	259	398	81.7%	2	0.4%	87	17.9%
Charity - National	6911	42	810	31	73.8%	0	0.0%	11	26.2%
Charity-Advertising For Publications	6921	40	824	12	30.0%	23	57.5%	5	12.5%
Chauffeur Services	3910	38	835	32	84.2%	1	2.6%	5	13.2%
Check Cashing Serv	1760	821	192	691	84.2%	0	0.0%	130	15.8%
Child Care Centers / Services	3505	602	228	233	38.7%	221	36.7%	148	24.6%
Children's Furniture	5125	204	437	102	50.0%	0	0.0%	102	50.0%
Chimney Builders & Repair	4141	339	320	91	26.8%	167	49.3%	81	23.9%
Chimney Sweeps/Cleaning & Svc	4680	394	297	225	57.1%	0	0.0%	169	42.9%
China & Crystal-Repair	6165	148	511	20	13.5%	115	77.7%	13	8.8%
China & Glassware-Retail	5192	86	641	24	27.9%	55	64.0%	7	8.1%
Chiropractic Doctors And Clinics	3015	294	346	215	73.1%	1	0.3%	78	26.5%
Churches And Synagogues	6386	57	753	42	73.7%	0	0.0%	15	26.3%
Cigar, Cigarette & Tobacco Shops	5365	162	483	84	51.9%	1	0.6%	77	47.5%
Cleaning / Janitorial Services	6175	811	194	474	58.4%	2	0.2%	335	41.3%
Cleaning Supplies-By Mail	5251	24	917	2	8.3%	18	75.0%	4	16.7%
Cleaning Supplies-By Telephone	5250	44	804	22	50.0%	14	31.8%	8	18.2%
Cleaning Supplies-Direct/Door-Door	5252	100	603	60	60.0%	7	7.0%	33	33.0%
Cleaning Supplies-Internet	5253	10	1035	4	40.0%	3	30.0%	3	30.0%
Clinics-Dentists / Dental	3010	2,849	61	1,838	64.5%	0	0.0%	1,011	35.5%
Clocks-Dealers/Service/Repair	5189	133	531	64	48.1%	3	2.3%	66	49.6%

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<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>		<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Closet Accessories	4355	220	419	46	20.9%	150	68.2%	24	10.9%
Coin Dealers, Supls, Etc	5571	96	616	58	60.4%	4	4.2%	34	35.4%
Collectibles	5573	419	285	263	62.8%	18	4.3%	138	32.9%
Comic Books	5575	34	856	13	38.2%	14	41.2%	7	20.6%
Commodities Brokers And Dealers	1870	128	537	52	40.6%	56	43.8%	20	15.6%
Computer & Business Furniture	5116	77	675	50	64.9%	6	7.8%	21	27.3%
Computer & Electronics Services, Other	6699	600	229	370	61.7%	1	0.2%	229	38.2%
Computerized Listing Services (Excl. Autos, Apts., Houses)	6612	204	436	112	54.9%	3	1.5%	89	43.6%
Computers-Cable & Installation	6610	239	394	203	84.9%	0	0.0%	36	15.1%
Computers-Dealers	5620	12,264	7	10,221	83.3%	67	0.5%	1,976	16.1%
Computers-Internet Services	6601	15,364	4	11,427	74.4%	3	0.02%	3,934	25.6%
Computers-Rent & Lease	5622	417	286	236	56.6%	0	0.0%	181	43.4%
Computers-Serv & Repair	6600	1,302	131	928	71.3%	0	0.0%	374	28.7%
Computers-Software & Services	5625	6,027	24	4,564	75.7%	38	0.6%	1,425	23.6%
Computers-Supls/Parts/Service	5626	2,289	78	1,890	82.6%	0	0.0%	399	17.4%
Computers-System Designers & Consultants	6611	1,401	124	959	68.5%	14	1.0%	428	30.5%
Computers-Used	5621	48	786	17	35.4%	0	0.0%	31	64.6%
Concert Halls	6587	27	894	15	55.6%	7	25.9%	5	18.5%
Condominiums	1501	117	564	87	74.4%	0	0.0%	30	25.6%
Consignment & Resale Shops	5440	273	363	139	50.9%	0	0.0%	134	49.1%
Construction Equipment, Sales, Svc. & Leasing	4650	63	732	35	55.6%	1	1.6%	27	42.9%
Consultants-Business	8000	902	175	642	71.2%	27	3.0%	233	25.8%
Consultants-International Trade	8001	414	288	13	3.1%	393	94.9%	8	1.9%
Consultants-Oilfield	8003	5	1077	1	20.0%	4	80.0%	0	0.0%
Consultants-Public Relations	8002	30	877	4	13.3%	20	66.7%	6	20.0%
Consumer Finance And Loan Companies	1100	6,575	21	5,442	82.8%	16	0.2%	1,117	17.0%
Contractors-Acoustical	4221	81	659	9	11.1%	65	80.2%	7	8.6%
Contractors-Air Conditioning/Systems/Repair	4210	3,566	47	2,652	74.4%	8	0.2%	906	25.4%
Contractors-Awnings & Canopies	4036	277	358	178	64.3%	0	0.0%	99	35.7%
Contractors-Business Construction / Office Remodeling	4005	276	359	131	47.5%	19	6.9%	126	45.7%
Contractors-Cabinet Refinishers	4263	126	546	71	56.3%	11	8.7%	44	34.9%

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Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Contractors-Carpet Layers	4246	272	365	126	46.3%	0	0.0%	146	53.7%
Contractors-Carports	4035	75	682	38	50.7%	6	8.0%	31	41.3%
Contractors-Ceiling	4230	27	891	11	40.7%	9	33.3%	7	25.9%
Contractors-Commercial Builders	4000	541	244	266	49.2%	136	25.1%	139	25.7%
Contractors-Concrete	4142	1,294	132	595	46.0%	0	0.0%	699	54.0%
Contractors-Demolition	4146	43	805	25	58.1%	4	9.3%	14	32.6%
Contractors-Door & Gate & Services	4174	100	601	58	58.0%	9	9.0%	33	33.0%
Contractors-Drainage	4162	99	606	56	56.6%	24	24.2%	19	19.2%
Contractors-Drywall / Plastering	4150	194	445	103	53.1%	2	1.0%	89	45.9%
Contractors-Electrical	4200	1,552	113	1,010	65.1%	6	0.4%	536	34.5%
Contractors-Excavation	4745	208	429	119	57.2%	5	2.4%	84	40.4%
Contractors-Fence	4173	1,706	103	971	56.9%	73	4.3%	662	38.8%
Contractors-Fireplaces	4316	96	617	60	62.5%	9	9.4%	27	28.1%
Contractors-Flooring, Refinishing & Resurfacing	4245	687	213	366	53.3%	5	0.7%	316	46.0%
Contractors-Garage Builders	4030	238	396	149	62.6%	1	0.4%	88	37.0%
Contractors-General	4100	8,399	16	4,508	53.7%	2	0.02%	3,889	46.3%
Contractors-Golf Course Construction	4119	6	1067	1	16.7%	4	66.7%	1	16.7%
Contractors-Greenhouse Builders	4050	29	878	11	37.9%	4	13.8%	14	48.3%
Contractors-Heating	4250	1,197	139	811	67.8%	4	0.3%	382	31.9%
Contractors-Heating & A/C	4249	2,125	86	1,338	63.0%	147	6.9%	640	30.1%
Contractors-Historical Restoration	4090	27	888	13	48.1%	1	3.7%	13	48.1%
Contractors-Home Builders	4010	6,132	22	4,294	70.0%	4	0.1%	1,834	29.9%
Contractors-Home Construction / Remodeling-Other	4099	7,711	18	4,283	55.5%	3	0.04%	3,425	44.4%
Contractors-Insulation	4220	122	555	86	70.5%	0	0.0%	36	29.5%
Contractors-Kitchen / Bathroom Remodeling	4270	1,081	152	717	66.3%	3	0.3%	361	33.4%
Contractors-Landscape	4490	2,310	77	1,171	50.7%	27	1.2%	1,112	48.1%
Contractors-Lightning Protection	4385	25	908	17	68.0%	0	0.0%	8	32.0%
Contractors-Log Cabins, Homes & Buildings	4015	126	547	70	55.6%	9	7.1%	47	37.3%
Contractors-Masonry / Cement / Surface Refinishing	4140	874	180	446	51.0%	4	0.5%	424	48.5%
Contractors-Mobile Homes	4020	297	344	167	56.2%	37	12.5%	93	31.3%
Contractors-Painting	4256	2,029	91	1,002	49.4%	21	1.0%	1,006	49.6%

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<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>		<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Contractors-Paving	4190	1,715	101	899	52.4%	2	0.1%	814	47.5%
Contractors-Pipe & Valve Fitters	4165	6	1063	4	66.7%	0	0.0%	2	33.3%
Contractors-Playground Equipment Sales & Installation	4125	8	1052	5	62.5%	2	25.0%	1	12.5%
Contractors-Plumbing	4215	4,498	32	2,682	59.6%	367	8.2%	1,449	32.2%
Contractors-Porcelain / Fiberglass Refinishing	4272	237	398	149	62.9%	1	0.4%	87	36.7%
Contractors-Porch, Patio & Deck	4170	871	181	548	62.9%	1	0.1%	322	37.0%
Contractors-Roofing And Guttering	4135	7,196	20	4,293	59.7%	94	1.3%	2,809	39.0%
Contractors-Sandblasting/Power Washing	4144	196	444	110	56.1%	26	13.3%	60	30.6%
Contractors-Siding	4130	1,987	92	1,429	71.9%	1	0.1%	557	28.0%
Contractors-Solar Heating & Cooling	4212	570	237	361	63.3%	0	0.0%	209	36.7%
Contractors-Stucco & Exterior Coating	4131	303	340	151	49.8%	19	6.3%	133	43.9%
Contractors-Swimming Pool Enclosures	4111	300	342	168	56.0%	0	0.0%	132	44.0%
Contractors-Swimming Pool/Service & Supplies	4110	4,446	36	3,067	69.0%	71	1.6%	1,308	29.4%
Contractors-Tennis Court Construction	4120	27	889	13	48.1%	12	44.4%	2	7.4%
Contractors-Tennis Court Enclosures	4121	104	590	22	21.2%	73	70.2%	9	8.7%
Contractors-Tile/Ceramic & Tile Dealers	4225	515	249	278	54.0%	8	1.6%	229	44.5%
Contractors-Tile/Non-Ceramic & Dealers	4251	183	459	99	54.1%	13	7.1%	71	38.8%
Contractors-Wallpapering	4257	39	831	28	71.8%	0	0.0%	11	28.2%
Contractors-Water & Sewer	4169	98	612	72	73.5%	0	0.0%	26	26.5%
Contractors-Waterproofing	4223	883	178	541	61.3%	22	2.5%	320	36.2%
Convention Centers, Meeting Planners & Trade Show Prom	8500	424	282	270	63.7%	21	5.0%	133	31.4%
Cookware/Cutlery-By Mail	5261	34	853	26	76.5%	1	2.9%	7	20.6%
Cookware/Cutlery-By Telephone	5260	41	816	25	61.0%	3	7.3%	13	31.7%
Cookware/Cutlery-Direct/Door-Door	5262	139	523	124	89.2%	0	0.0%	15	10.8%
Cookware/Cutlery-Internet	5263	34	855	17	50.0%	0	0.0%	17	50.0%
Cosmetic Sales-By Mail	5241	18	967	2	11.1%	14	77.8%	2	11.1%
Cosmetic Sales-By Telephone	5240	27	898	14	51.9%	11	40.7%	2	7.4%
Cosmetic Sales-Internet	5243	35	845	30	85.7%	0	0.0%	5	14.3%
Cosmetics & Perfumes	5385	135	527	62	45.9%	4	3.0%	69	51.1%
Cosmetics-Direct Door-Door	5242	193	450	98	50.8%	81	42.0%	14	7.3%
Costumes-Masquerade & Theatrical/Makeup	5342	125	551	52	41.6%	15	12.0%	58	46.4%

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Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Counter Tops	4357	89	629	47	52.8%	8	9.0%	34	38.2%
Coupon Book Promotions	9000	244	391	155	63.5%	4	1.6%	85	34.8%
Craft Galleries & Dealers	5581	28	885	8	28.6%	0	0.0%	20	71.4%
Credit Card-Offers & Plans	1250	15,945	3	10,943	68.6%	17	0.1%	4,985	31.3%
Credit Card-Protection Serv	1260	953	168	633	66.4%	79	8.3%	241	25.3%
Credit Card-Secured Credit Companies	1230	831	187	724	87.1%	9	1.1%	98	11.8%
Credit- Reporting Agencies	1210	1,036	159	894	86.3%	0	0.0%	142	13.7%
Credit Services-Other	1299	4,393	37	3,655	83.2%	0	0.0%	738	16.8%
Credit Unions	1110	642	220	493	76.8%	1	0.2%	148	23.1%
Credit-Collection Agencies	1215	13,347	5	10,347	77.5%	2	0.01%	2,998	22.5%
Credit-Counseling & Management Services	1270	2,630	66	2,072	78.8%	8	0.3%	550	20.9%
Credit-Debt Consolidation Services	1220	2,439	73	1,862	76.3%	111	4.6%	466	19.1%
Credit-Jgmt Collections, Skip Tracing, Child Support & Evid	1216	177	466	116	65.5%	20	11.3%	41	23.2%
Credit-Repair Services	1280	2,793	62	2,413	86.4%	19	0.7%	361	12.9%
Cremation Services	3656	58	750	46	79.3%	1	1.7%	11	19.0%
Cruise Lines	6408	973	164	686	70.5%	43	4.4%	244	25.1%
Dairy Farms	6842	21	943	18	85.7%	0	0.0%	3	14.3%
Dance Apparel & Supplies	5345	78	672	48	61.5%	24	30.8%	6	7.7%
Dating And Social Introduction Services	3805	1,204	138	775	64.4%	43	3.6%	386	32.1%
Day Care-Adult	3550	24	911	14	58.3%	2	8.3%	8	33.3%
Dehydrated & Freeze-Dried Food	2960	40	827	1	2.5%	31	77.5%	8	20.0%
Delivery / Messenger Services	6638	565	239	374	66.2%	11	1.9%	180	31.9%
Dental Supplies & Equipment	3205	46	797	5	10.9%	37	80.4%	4	8.7%
Department Stores	5410	4,336	38	3,789	87.4%	0	0.0%	547	12.6%
Desktop Publishing	8010	114	569	78	68.4%	1	0.9%	35	30.7%
Diaper Serv	3501	14	997	2	14.3%	10	71.4%	2	14.3%
Diet Product Sales	3407	173	471	121	69.9%	14	8.1%	38	22.0%
Dining Club Plans	2540	12	1015	7	58.3%	0	0.0%	5	41.7%
Dinner Theaters	6589	147	513	83	56.5%	15	10.2%	49	33.3%
Direct Marketing-Other Than Catalogues	5299	5,711	27	5,238	91.7%	5	0.1%	468	8.2%
Disability Services	3106	26	906	5	19.2%	21	80.8%	0	0.0%

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Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Discount Department Stores	5411	661	216	470	71.1%	17	2.6%	174	26.3%
Display Designers	8048	6	1064	1	16.7%	3	50.0%	2	33.3%
Distributors-Agri & Feed Products	7600	33	858	14	42.4%	1	3.0%	18	54.5%
Doll Clothing & Accessories/Repair	5372	22	934	14	63.6%	4	18.2%	4	18.2%
Doll Houses & Accessories	5373	264	370	129	48.9%	5	1.9%	130	49.2%
Doll Shops	5371	29	880	16	55.2%	1	3.4%	12	41.4%
Doors-Installation & Service	4137	789	198	476	60.3%	30	3.8%	283	35.9%
Doors-Overhead & Garage	4325	659	218	500	75.9%	1	0.2%	158	24.0%
Doors-Repair	4617	24	913	14	58.3%	0	0.0%	10	41.7%
Doughnut/Coffee Shops	2340	40	822	22	55.0%	6	15.0%	12	30.0%
Drapery & Curtain Cleaners	6131	62	737	19	30.6%	14	22.6%	29	46.8%
Dressmakers	6038	54	769	24	44.4%	2	3.7%	28	51.9%
Driving Schools/Skill Testing	0370	229	407	132	57.6%	0	0.0%	97	42.4%
Drug Stores / Pharmacies	5366	587	231	431	73.4%	0	0.0%	156	26.6%
Dry Cleaning / Laundry Companies	6000	5,584	28	2,147	38.4%	1369	24.5%	2,068	37.0%
Duct Cleaning & Air Filtration Equip/Svcs	4616	324	327	236	72.8%	8	2.5%	80	24.7%
Duty Free Shops	5405	142	519	99	69.7%	4	2.8%	39	27.5%
Educational Consultants	6330	234	402	153	65.4%	0	0.0%	81	34.6%
Electric Cos	6190	1,704	104	1,402	82.3%	0	0.0%	302	17.7%
Electric Motors-Dealers & Repairing	6184	65	724	42	64.6%	4	6.2%	19	29.2%
Electrical Supplies	4309	83	652	46	55.4%	23	27.7%	14	16.9%
Electrolysis Services	3750	37	836	16	43.2%	3	8.1%	18	48.6%
Electronic Mail Serv	6602	620	223	394	63.5%	0	0.0%	226	36.5%
Electronic-Service & Repair	5601	1,516	115	1,262	83.2%	3	0.2%	251	16.6%
Electronics-Sound Systems & Equip	5605	591	230	411	69.5%	60	10.2%	120	20.3%
Electronics-Supplies/Whls & Retail	5600	5,435	29	4,516	83.1%	0	0.0%	919	16.9%
Electronics-Video Equip-Sales & Rentals	5610	215	424	152	70.7%	7	3.3%	56	26.0%
Electronics-Video Games-Dealers	5611	218	421	166	76.1%	6	2.8%	46	21.1%
Electronics-Video Games-Rent & Lease	5612	1,847	95	1,279	69.2%	19	1.0%	549	29.7%
Elevators-Sales & Serv	4241	13	1001	9	69.2%	0	0.0%	4	30.8%
Employee Leasing	6341	23	918	9	39.1%	7	30.4%	7	30.4%

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Type of Business	TOB Code	Total		Complaints		Complaints		Complaints	
		Complaints Closed	Complaint Rank	Settled	% Settled	Unpursuable	% Unpursuable	Unsettled	% Unsettled
<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>		<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Employment Services / Temporary Agencies	6340	504	253	333	66.1%	0	0.0%	171	33.9%
Employment-Labor Pools	6342	32	868	14	43.8%	1	3.1%	17	53.1%
Encyclopedia / Book Sales-Direct Door-Door	5232	49	780	35	71.4%	0	0.0%	14	28.6%
Encyclopedia/Book Sales-By Mail	5231	21	944	6	28.6%	12	57.1%	3	14.3%
Encyclopedia/Book Sales-By Telephone	5230	5	1078	2	40.0%	3	60.0%	0	0.0%
Encyclopedia/Book Sales-Internet	5233	42	815	22	52.4%	3	7.1%	17	40.5%
Energy Conservation Products & Services	4314	74	687	60	81.1%	0	0.0%	14	18.9%
Energy Management & Conservation Consultants	4730	55	761	20	36.4%	11	20.0%	24	43.6%
Engineers	6301	221	417	93	42.1%	5	2.3%	123	55.7%
Entertainment Services (E.G., Dj's, Magicians)	6590	836	186	440	52.6%	25	3.0%	371	44.4%
Environmental Consulting & Analysis Prod. & Svcs	4735	150	504	86	57.3%	14	9.3%	50	33.3%
Equestrian Riding Apparel & Equip	5820	18	971	12	66.7%	1	5.6%	5	27.8%
Equestrian Services	6831	21	940	9	42.9%	3	14.3%	9	42.9%
Escort Services-Personal	3970	2	1087	1	50.0%	0	0.0%	1	50.0%
Estate Planning And Management	1610	104	588	55	52.9%	16	15.4%	33	31.7%
Executive Search Consultants	6343	182	463	37	20.3%	112	61.5%	33	18.1%
Exercise Classes	3410	325	326	160	49.2%	10	3.1%	155	47.7%
Exercise Equip	3415	359	311	314	87.5%	8	2.2%	37	10.3%
Exercise-Yoga Instruction	3416	216	423	6	2.8%	202	93.5%	8	3.7%
Fabric & Notions	5346	113	570	58	51.3%	0	0.0%	55	48.7%
Family Planning	3331	5	1075	3	60.0%	0	0.0%	2	40.0%
Farms-General	6870	25	909	13	52.0%	2	8.0%	10	40.0%
Fashion Consultants And Designers	6030	31	873	12	38.7%	0	0.0%	19	61.3%
Fashion Show Producers	6328	16	982	2	12.5%	13	81.3%	1	6.3%
Financial Planning/Management Consultants	1662	825	190	584	70.8%	4	0.5%	237	28.7%
Financial-Other	1999	4,652	31	4,003	86.0%	3	0.1%	646	13.9%
Fire & Water Damage Restoration	1619	370	307	239	64.6%	24	6.5%	107	28.9%
Fire Alarm Systems & Equipment	4365	547	242	267	48.8%	190	34.7%	90	16.5%
Fireplace Equip.-Retail	5196	127	542	73	57.5%	1	0.8%	53	41.7%
Firewood Dealers	5725	55	764	17	30.9%	17	30.9%	21	38.2%
Fireworks	5357	9	1041	1	11.1%	7	77.8%	1	11.1%

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<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>		<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Fish & Aquariums	5815	120	561	27	22.5%	67	55.8%	26	21.7%
Fish & Seafood-Retail	2030	29	879	16	55.2%	0	0.0%	13	44.8%
Fishing-Tackle & Supplies	5538	39	830	22	56.4%	1	2.6%	16	41.0%
Fix-It Shops	6180	19	959	7	36.8%	10	52.6%	2	10.5%
Flea Markets	5450	33	864	12	36.4%	2	6.1%	19	57.6%
Floor Covering-Carpet & Rug	5160	3,148	56	2,068	65.7%	11	0.3%	1,069	34.0%
Floor Covering-Carpet & Rug Dealers-Used	5150	186	457	135	72.6%	7	3.8%	44	23.7%
Floor Covering-Linoleum Dealers	5162	149	508	110	73.8%	3	2.0%	36	24.2%
Floor Materials	4342	174	468	124	71.3%	2	1.1%	48	27.6%
Floor Waxing, Polishing & Cleaning	6113	34	851	16	47.1%	1	2.9%	17	50.0%
Florists	5330	960	167	556	57.9%	2	0.2%	402	41.9%
Food & Beverage-Other	2999	127	541	77	60.6%	4	3.1%	46	36.2%
Food Manufacturers, Wholesalers / Distributors	2990	291	348	206	70.8%	0	0.0%	85	29.2%
Food Plans	2750	271	366	234	86.3%	0	0.0%	37	13.7%
Food Serv Management	2535	233	403	35	15.0%	187	80.3%	11	4.7%
Foreign Exchange Brokers	1720	25	910	9	36.0%	1	4.0%	15	60.0%
Foundations-Educational	6900	20	945	13	65.0%	0	0.0%	7	35.0%
Foundations-Philanthropic	6901	11	1020	2	18.2%	6	54.5%	3	27.3%
Foundations-Research	6902	39	828	12	30.8%	13	33.3%	14	35.9%
Foundries And Metal Processing Plants	7100	22	925	9	40.9%	0	0.0%	13	59.1%
Franchise / Business Promotions, Other	1499	424	283	316	74.5%	1	0.2%	107	25.2%
Franchise Selling Companies	1451	102	595	50	49.0%	3	2.9%	49	48.0%
Frozen Food Locker Plants	2041	23	923	15	65.2%	5	21.7%	3	13.0%
Frozen Food-Retail	2042	82	656	20	24.4%	33	40.2%	29	35.4%
Fruits & Vegetables-"Pick Your Own" Farms	2160	19	963	10	52.6%	7	36.8%	2	10.5%
Fruits & Vegetables-Retail	2150	35	846	28	80.0%	0	0.0%	7	20.0%
Fuel Oil Companies	6194	930	172	748	80.4%	0	0.0%	182	19.6%
Fund Raising Counselors & Organizations, For-Profit	6920	92	627	44	47.8%	7	7.6%	41	44.6%
Funeral Directors	3650	187	455	127	67.9%	5	2.7%	55	29.4%
Funeral Related Services	3652	274	361	167	60.9%	12	4.4%	95	34.7%
Fur Cleaning & Dyeing-Retail	6015	2	1092	0	0.0%	2	100.0%	0	0.0%

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<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>	<b>4.5%</b>	<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Fur Finishers & Liners	6016	13	1005	0	0.0%	13	100.0%	0	0.0%
Furniture Cleaning	6146	482	260	455	94.4%	2	0.4%	25	5.2%
Furniture Manufacturers	5132	351	314	226	64.4%	1	0.3%	124	35.3%
Furniture Repair, Stripping & Refinish	6147	161	484	75	46.6%	3	1.9%	83	51.6%
Furniture-Rental	5101	551	241	383	69.5%	0	0.0%	168	30.5%
Furniture-Unfinished	5105	154	497	115	74.7%	0	0.0%	39	25.3%
Furniture-Used	5110	86	639	50	58.1%	0	0.0%	36	41.9%
Gaming Supplies	8047	19	955	9	47.4%	3	15.8%	7	36.8%
Garden & Lawn Centers & Nurseries	5770	575	235	389	67.7%	1	0.2%	185	32.2%
Garden & Lawn Equip & Supls-Sales/Rental/Service	5706	354	313	229	64.7%	1	0.3%	124	35.0%
Garden & Lawn Outdoor Lighting	5715	26	902	12	46.2%	7	26.9%	7	26.9%
Garden & Lawn Patio & Outdoor Furniture	5730	111	577	41	36.9%	45	40.5%	25	22.5%
Garden & Lawn Patio Equip & Supls	5731	32	870	9	28.1%	8	25.0%	15	46.9%
Garden & Lawn Pond Dealers/Supplies	5714	19	956	7	36.8%	6	31.6%	6	31.6%
Garden & Lawn Seed/Bulb/Plant Companies	5702	100	604	31	31.0%	33	33.0%	36	36.0%
Garden & Lawn Sprinkler Systems	5713	245	388	127	51.8%	9	3.7%	109	44.5%
Garden & Lawn Statuary & Fountains	5720	23	920	12	52.2%	3	13.0%	8	34.8%
Garden & Lawn Topsoil & Sod Dealers	5712	47	792	26	55.3%	1	2.1%	20	42.6%
Garment Screenprinting & Lettering	6050	332	322	212	63.9%	2	0.6%	118	35.5%
Gas Co	6192	831	188	709	85.3%	2	0.2%	120	14.4%
Gas-Propane	6193	499	255	391	78.4%	14	2.8%	94	18.8%
Gemstones-Precious & Semi Precious	1875	24	915	12	50.0%	8	33.3%	4	16.7%
Genealogists	6318	248	383	237	95.6%	2	0.8%	9	3.6%
Genealogy Services	3980	18	968	14	77.8%	0	0.0%	4	22.2%
Geologists	6312	62	736	19	30.6%	8	12.9%	35	56.5%
Glass-Plate, Window, Etc	4329	412	290	246	59.7%	4	1.0%	162	39.3%
Golf - Equipment&Supplies	5547	166	476	88	53.0%	1	0.6%	77	46.4%
Golf Courses-Private/Public	6503	228	409	203	89.0%	5	2.2%	20	8.8%
Golf Instruction	6504	33	865	18	54.5%	7	21.2%	8	24.2%
Graphic Designers	8011	141	520	73	51.8%	2	1.4%	66	46.8%
Grocery-Bulk Food Stores	2620	112	572	43	38.4%	40	35.7%	29	25.9%

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<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>		<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Grocery-Convenience / Dairy Stores	2230	185	458	131	70.8%	4	2.2%	50	27.0%
Grocery-Gourmet Shops	2660	144	517	22	15.3%	118	81.9%	4	2.8%
Grocery-Independent Retail	2651	107	584	68	63.6%	0	0.0%	39	36.4%
Grocery-Retail Chains	2650	439	276	266	60.6%	0	0.0%	173	39.4%
Group Homes	3560	2	1089	0	0.0%	2	100.0%	0	0.0%
Guns & Gunsmiths-Sales, Repair, Equip.	5536	200	441	124	62.0%	2	1.0%	74	37.0%
Gutters & Downspouts	4321	512	250	356	69.5%	0	0.0%	156	30.5%
Gymnasiums	6506	155	496	86	55.5%	2	1.3%	67	43.2%
Gymnastic Equip & Supls	5555	26	907	8	30.8%	11	42.3%	7	26.9%
Gymnastic Instruction	6505	72	698	37	51.4%	2	2.8%	33	45.8%
Hair Product-Improvement Companies	3710	565	238	167	29.6%	302	53.5%	96	17.0%
Hair Stylists - Beauty & Barber Shops	3700	1,404	123	808	57.5%	96	6.8%	500	35.6%
Handyman, General	4101	945	169	431	45.6%	10	1.1%	504	53.3%
Hardware (Lock, Safe And Key Shops)	5320	411	291	275	66.9%	8	1.9%	128	31.1%
Hats-Clean & Renovate	6020	4	1082	1	25.0%	0	0.0%	3	75.0%
Hazardous Waste Removal	4751	132	533	81	61.4%	1	0.8%	50	37.9%
Health And Medical Services, Other	3099	2,418	74	1,737	71.8%	12	0.5%	669	27.7%
Health Clubs	3405	3,484	49	2,504	71.9%	8	0.2%	972	27.9%
Health Food / Nutritional Supplement Stores	2820	1,904	93	1,331	69.9%	1	0.1%	572	30.0%
Health Maintenance Organizations	3105	322	329	240	74.5%	33	10.2%	49	15.2%
Health Resorts	3400	82	653	49	59.8%	12	14.6%	21	25.6%
Hearing Aid Companies	3150	639	221	401	62.8%	12	1.9%	226	35.4%
Heating Equip & Systems-Cleaning & Repairing	4601	145	515	114	78.6%	1	0.7%	30	20.7%
Hobby / Craft Shops	5570	230	406	138	60.0%	1	0.4%	91	39.6%
Hobby-Craft Instruction	6522	29	882	7	24.1%	19	65.5%	3	10.3%
Hog Farms	6852	56	760	1	1.8%	55	98.2%	0	0.0%
Home Centers	5420	377	304	267	70.8%	12	3.2%	98	26.0%
Home Design & Planning	4710	72	694	44	61.1%	3	4.2%	25	34.7%
Home Furnishing Stores (Exc. Mattress, Window, Floor Co	5100	11,537	8	8,705	75.5%	19	0.2%	2,813	24.4%
Home Furnishings-Draperly Installation Serv	6130	104	591	18	17.3%	68	65.4%	18	17.3%
Home Furnishings-Furniture Designers & Custom Builders	6145	730	207	467	64.0%	1	0.1%	262	35.9%

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<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>	<b>4.5%</b>	<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Home Inspection Services	1561	1,086	149	831	76.5%	5	0.5%	250	23.0%
Home Theater Design/Installation	6655	40	823	19	47.5%	0	0.0%	21	52.5%
Homeopaths	3040	8	1050	3	37.5%	5	62.5%	0	0.0%
Horse Stables/Boarding	6830	56	758	23	41.1%	7	12.5%	26	46.4%
Hospices	3102	8	1048	5	62.5%	2	25.0%	1	12.5%
Hospital & Medical Equip & Supls	3200	795	197	454	57.1%	132	16.6%	209	26.3%
Hospitals/Clinics	3100	2,031	90	1,236	60.9%	377	18.6%	418	20.6%
Hotel Itinerant Product Sales	5285	108	582	29	26.9%	70	64.8%	9	8.3%
Hotels	6421	3,266	53	2,068	63.3%	2	0.1%	1,196	36.6%
House & Building Movers	4640	79	663	32	40.5%	4	5.1%	43	54.4%
Housewares-Barbecue Equip & Supls	5187	202	440	9	4.5%	190	94.1%	3	1.5%
Housewares-Kitchen Accessories	5186	173	472	81	46.8%	73	42.2%	19	11.0%
Housewares-Retail	5185	159	488	62	39.0%	0	0.0%	97	61.0%
Humane Societies	6370	12	1014	5	41.7%	3	25.0%	4	33.3%
Humidifying Apparatus	4312	8	1053	4	50.0%	4	50.0%	0	0.0%
Hunting Clubs	6518	11	1024	5	45.5%	0	0.0%	6	54.5%
Ice Cream & Frozen Desserts-Dealers	2270	23	921	15	65.2%	1	4.3%	7	30.4%
Ice Delivery/Dry Ice	2980	33	866	2	6.1%	31	93.9%	0	0.0%
Ice Skating Rinks	6509	7	1062	2	28.6%	2	28.6%	3	42.9%
Immigration & Naturalization Consultants	3800	71	702	53	74.6%	1	1.4%	17	23.9%
Importers / Exporters	1453	220	418	184	83.6%	0	0.0%	36	16.4%
Independent Catering Services	2531	78	671	11	14.1%	60	76.9%	7	9.0%
Infomercials	5203	458	272	414	90.4%	1	0.2%	43	9.4%
Insurance Filing Services	1360	146	514	24	16.4%	105	71.9%	17	11.6%
Insurance-Dental Plans	1350	244	390	111	45.5%	105	43.0%	28	11.5%
Insurance-Hospitalization, Medical & Surgical Plans	1370	470	265	361	76.8%	1	0.2%	108	23.0%
Insurance-Other	1399	5,811	26	4,753	81.8%	23	0.4%	1,035	17.8%
Insurance-Sold By Agents	1310	3,403	51	2,533	74.4%	37	1.1%	833	24.5%
Insurance-Sold By Mail Offers	1311	366	309	277	75.7%	2	0.5%	87	23.8%
Insurance-Sold by Media/Internet Offers	1312	49	781	23	46.9%	17	34.7%	9	18.4%
Insurance-Sold by Telemarketing Offers	1313	13	1003	6	46.2%	1	7.7%	6	46.2%

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		Complaints Closed	Complaint Rank	Settled	% Settled	Unpursuable	% Unpursuable	Unsettled	% Unsettled
<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>	<b>4.5%</b>	<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Insurance-Viatical/Living Trust & Life Insurance Redemptio	1380	149	506	102	68.5%	4	2.7%	43	28.9%
Interior Decorators & Designers	6170	340	319	190	55.9%	0	0.0%	150	44.1%
Internet Marketing Services	6606	2,164	84	1,797	83.0%	2	0.1%	365	16.9%
Internet Shopping Services	5200	9,764	12	6,069	62.2%	7	0.1%	3,688	37.8%
Internet Web Design	6604	603	227	380	63.0%	65	10.8%	158	26.2%
Invention Marketing Companies	1452	386	300	318	82.4%	1	0.3%	67	17.4%
Inventory Services	8046	10	1031	6	60.0%	0	0.0%	4	40.0%
Investment And Business Brokers / Dealers	1865	247	384	190	76.9%	1	0.4%	56	22.7%
Investment Companies And Services, Other	1899	1,037	158	749	72.2%	0	0.0%	288	27.8%
Investment Seminars	1880	280	355	250	89.3%	8	2.9%	22	7.9%
Iron Work	4331	72	696	38	52.8%	0	0.0%	34	47.2%
Irrigation Services	6865	128	538	65	50.8%	18	14.1%	45	35.2%
Itinerant (Door-To-Door) Workmen	4102	359	310	204	56.8%	0	0.0%	155	43.2%
Jai-Alai Exhibitions	6580	136	526	3	2.2%	133	97.8%	0	0.0%
Janitorial & Office Cleaning	8039	102	594	65	63.7%	1	1.0%	36	35.3%
Jewelry	5380	2,266	79	1,453	64.1%	16	0.7%	797	35.2%
Jewelry-Gold, Silver & Platinum Dealers	5381	65	722	39	60.0%	7	10.8%	19	29.2%
Jewelry-Watches-Serv & Repair	5312	252	378	159	63.1%	3	1.2%	90	35.7%
Job Listing Services-Overseas	6215	10	1032	8	80.0%	0	0.0%	2	20.0%
Job Listings / Advisory Services	6214	481	261	217	45.1%	40	8.3%	224	46.6%
Jukebox Sales & Svc	5525	14	1000	4	28.6%	4	28.6%	6	42.9%
Kitchen Cabinets & Equip-Household	4356	206	432	89	43.2%	63	30.6%	54	26.2%
Laboratories-Medical Services	3175	396	296	301	76.0%	0	0.0%	95	24.0%
Laboratories-X-Ray-Medical & Dental	3170	125	550	56	44.8%	42	33.6%	27	21.6%
Laminations-Plastic, Paper, Etc	4359	257	374	184	71.6%	0	0.0%	73	28.4%
Lamp Shades-Cleaning & Repairing	6135	158	491	2	1.3%	155	98.1%	1	0.6%
Lamps & Lamp Shades-Retail	5188	106	587	91	85.8%	1	0.9%	14	13.2%
Landscape Architects/Designers	4400	854	183	468	54.8%	2	0.2%	384	45.0%
Laundries-Self Serv	6005	107	585	36	33.6%	46	43.0%	25	23.4%
Lawn & Garden-Lawn Maintenance	6710	1,795	97	1,119	62.3%	0	0.0%	676	37.7%
Lawn & Garden-Tree Cutting/Trimming	6700	2,259	80	1,020	45.2%	289	12.8%	950	42.1%

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<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>		<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Leather Cleaning	6010	80	660	7	8.8%	71	88.8%	2	2.5%
Leather Goods	5347	116	565	74	63.8%	0	0.0%	42	36.2%
Leather Goods-Repair	6011	20	953	2	10.0%	16	80.0%	2	10.0%
Lecture & Seminar Bureaus	6366	20	949	4	20.0%	14	70.0%	2	10.0%
Legal Clinics	6306	649	219	46	7.1%	538	82.9%	65	10.0%
Lighting Fixtures-Retail	4337	194	446	131	67.5%	6	3.1%	57	29.4%
Limousine Service	0940	1,009	161	521	51.6%	13	1.3%	475	47.1%
Linen Supplies	8038	11	1017	5	45.5%	0	0.0%	6	54.5%
Linens- Retail	5191	156	495	13	8.3%	118	75.6%	25	16.0%
Liquidators & Going-Out-Of-Business Brokers	5990	102	596	65	63.7%	0	0.0%	37	36.3%
Liquor Stores	2460	79	665	56	70.9%	4	5.1%	19	24.1%
Literary Agents	6325	33	859	10	30.3%	1	3.0%	22	66.7%
Livestock Breeders	6840	22	932	12	54.5%	3	13.6%	7	31.8%
Loan Brokers	1221	1,433	121	927	64.7%	0	0.0%	506	35.3%
Lobbyists	6912	12	1006	7	58.3%	0	0.0%	5	41.7%
Lotteries-Foreign	1430	15	986	1	6.7%	11	73.3%	3	20.0%
Lotteries-Local	1432	97	615	1	1.0%	96	99.0%	0	0.0%
Lotteries-State	1431	29	881	21	72.4%	0	0.0%	8	27.6%
Luggage Stores	5335	82	655	67	81.7%	5	6.1%	10	12.2%
Lumber-Retail	4305	125	548	86	68.8%	0	0.0%	39	31.2%
Lumber-Used	4306	0	1103	0	NA	0	NA	0	NA
Machine Shops	7000	131	534	61	46.6%	5	3.8%	65	49.6%
Magazine Sales By Phone	5224	2,183	83	2,025	92.8%	0	0.0%	158	7.2%
Magazine Sales-By Mail	5221	3,444	50	2,906	84.4%	23	0.7%	515	15.0%
Magazine Sales-Direct Door-Door	5222	3,742	42	3,373	90.1%	8	0.2%	361	9.6%
Magazine Sales-Internet	5223	218	420	165	75.7%	0	0.0%	53	24.3%
Maids' & Butlers' Serv	6176	120	558	70	58.3%	0	0.0%	50	41.7%
Mail & Shipping Services	8044	1,492	117	1,201	80.5%	1	0.1%	290	19.4%
Mail Box Rental & Receiving	8040	127	543	89	70.1%	3	2.4%	35	27.6%
Mail Order & Catalog	5210	8,427	15	7,317	86.8%	1	0.01%	1,109	13.2%
Manufacturer Representatives	7500	249	382	72	28.9%	122	49.0%	55	22.1%

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Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Manufacturers / Products, Other	7099	4,464	34	3,576	80.1%	39	0.9%	849	19.0%
Manufacturers-Commercial Products	7050	1,019	160	779	76.4%	0	0.0%	240	23.6%
Manufacturers-Drug & Pharmaceuticals	3270	100	602	64	64.0%	16	16.0%	20	20.0%
Manufacturers-Industrial	7010	465	267	324	69.7%	63	13.5%	78	16.8%
Manufacturers-Oil	7040	390	299	307	78.7%	52	13.3%	31	7.9%
Manufacturers-Oil Refiners	7105	4	1080	1	25.0%	2	50.0%	1	25.0%
Manufacturers-Petroleum	7030	14	991	12	85.7%	0	0.0%	2	14.3%
Maps Stores	5361	240	393	26	10.8%	199	82.9%	15	6.3%
Marble & Terrazzo Cleaning & Serv	4610	57	752	19	33.3%	21	36.8%	17	29.8%
Marble-Natural	4358	171	474	48	28.1%	81	47.4%	42	24.6%
Marinas	0740	129	536	84	65.1%	8	6.2%	37	28.7%
Marine Construction / Pilings, Docks, Etc.	0750	62	735	34	54.8%	6	9.7%	22	35.5%
Marine Electrical Service/Supplies	0760	26	905	20	76.9%	2	7.7%	4	15.4%
Marine Electronic Equipment / Supplies	0770	22	930	14	63.6%	0	0.0%	8	36.4%
Marine Sales/Services, Other	0799	315	330	195	61.9%	1	0.3%	119	37.8%
Marine Surveyors	0742	87	636	0	0.0%	84	96.6%	3	3.4%
Market Research (Survey) Companies	8031	255	375	163	63.9%	46	18.0%	46	18.0%
Market Survey Promotions	9055	107	583	69	64.5%	7	6.5%	31	29.0%
Marriage, Family, Child & Individual Counselors	3810	24	914	14	58.3%	2	8.3%	8	33.3%
Mattress & Bedding Stores	5130	2,232	81	1,569	70.3%	20	0.9%	643	28.8%
Mattresses & Bedding Renovating	6150	68	713	30	44.1%	19	27.9%	19	27.9%
Mausoleums	3657	139	524	6	4.3%	133	95.7%	0	0.0%
Meat-Retail	2040	147	512	87	59.2%	0	0.0%	60	40.8%
Mediation & Arbitration Services	6308	152	501	90	59.2%	2	1.3%	60	39.5%
Medical Alarms	3261	127	544	62	48.8%	60	47.2%	5	3.9%
Medical Testing Companies	3171	79	662	53	67.1%	1	1.3%	25	31.6%
Metal Salvage Yards	7102	12	1008	6	50.0%	0	0.0%	6	50.0%
Mirror Resilvering	6163	98	614	2	2.0%	96	98.0%	0	0.0%
Mirrors	5182	43	807	29	67.4%	3	7.0%	11	25.6%
Mobile Home Parks	1510	122	556	85	69.7%	4	3.3%	33	27.0%
Mobile Home Services	4612	399	295	277	69.4%	0	0.0%	122	30.6%

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<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>		<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Mobile Homes-Equip & Parts	4335	93	625	45	48.4%	27	29.0%	21	22.6%
Mobile Homes-Rent & Lease	1511	57	754	43	75.4%	1	1.8%	13	22.8%
Mobile Homes-Transporting	4645	108	581	36	33.3%	29	26.9%	43	39.8%
Mobile/Modular/Manufactured Housing Dealers	1512	1,639	106	1,099	67.1%	2	0.1%	538	32.8%
Modeling / Talent Agencies	6327	967	166	511	52.8%	162	16.8%	294	30.4%
Money Orders & Transfer Companies	1710	88	634	63	71.6%	1	1.1%	24	27.3%
Monuments	3658	153	498	75	49.0%	34	22.2%	44	28.8%
Mortgage And Escrow Companies	1120	12,779	6	9,231	72.2%	652	5.1%	2,896	22.7%
Motels	6420	2,406	75	1,382	57.4%	0	0.0%	1,024	42.6%
Motor Homes-Rent & Lease	0920	30	876	20	66.7%	3	10.0%	7	23.3%
Motor Homes-Sales/Service	0910	157	494	52	33.1%	89	56.7%	16	10.2%
Motorcoach Companies	6406	5	1073	3	60.0%	1	20.0%	1	20.0%
Motorcycle & Motor Scooter - Renting & Leasing	0410	98	613	42	42.9%	8	8.2%	48	49.0%
Motorcycle & Motor Scooter - Supls & Parts	0420	341	318	202	59.2%	2	0.6%	137	40.2%
Motorcycle Sales And Service Companies	0400	1,279	133	791	61.8%	16	1.3%	472	36.9%
Mountain Climbing Equip	5554	40	826	27	67.5%	1	2.5%	12	30.0%
Mountain Climbing Instruction	6502	41	821	1	2.4%	36	87.8%	4	9.8%
Moving / Storage Companies	6450	9,405	14	5,893	62.7%	417	4.4%	3,095	32.9%
Moving Equip Rental	6452	68	712	35	51.5%	0	0.0%	33	48.5%
Moving Services-Labor & Materials	6451	98	610	50	51.0%	2	2.0%	46	46.9%
Moving-Piano & Organ	6453	53	770	40	75.5%	2	3.8%	11	20.8%
Moving-Relocation Serv	6460	1,137	142	778	68.4%	10	0.9%	349	30.7%
Multi-Level Selling Companies	1400	1,276	134	1,084	85.0%	0	0.0%	192	15.0%
Municipalities	6361	74	691	14	18.9%	57	77.0%	3	4.1%
Museums	6565	49	782	30	61.2%	1	2.0%	18	36.7%
Music & Messaging Services	8055	42	813	14	33.3%	23	54.8%	5	11.9%
Music / Record / Cassette/ Compact Disk Retail	5500	1,111	147	591	53.2%	8	0.7%	512	46.1%
Music/Recording Studios & Sound Production Svc+B955	6530	742	206	114	15.4%	568	76.5%	60	8.1%
Musical Instruments/Supls&Accessories-Sales/Svc/Rental	5520	304	339	206	67.8%	10	3.3%	88	28.9%
Nail Salons	3760	381	302	166	43.6%	95	24.9%	120	31.5%
Nanny/Au Pair Services	3570	38	832	16	42.1%	1	2.6%	21	55.3%

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Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Needlework Supls-Retail-Whsl & Mfrs.	5585	20	951	6	30.0%	2	10.0%	12	60.0%
News Dealers	5360	75	684	41	54.7%	15	20.0%	19	25.3%
News Wire Services	6636	11	1026	6	54.5%	1	9.1%	4	36.4%
Nightclubs	2401	48	785	20	41.7%	0	0.0%	28	58.3%
Notaries Public	6311	53	771	24	45.3%	12	22.6%	17	32.1%
Nurses Registries	3340	20	947	3	15.0%	13	65.0%	4	20.0%
Nursing Home Information & Referral	3350	12	1007	1	8.3%	10	83.3%	1	8.3%
Nursing Homes	3120	103	593	57	55.3%	22	21.4%	24	23.3%
Nursing Services-Visiting & In-Home Care	3110	221	416	93	42.1%	99	44.8%	29	13.1%
Nutritionists	3042	43	809	25	58.1%	1	2.3%	17	39.5%
Observatories	6564	1	1101	1	100.0%	0	0.0%	0	0.0%
Occupational Health-Nursing Services	3111	24	916	2	8.3%	18	75.0%	4	16.7%
Office Coffee & Food Service	8043	188	454	114	60.6%	18	9.6%	56	29.8%
Office Furniture & Equip-Dealers	8020	724	208	532	73.5%	1	0.1%	191	26.4%
Office Furniture & Equip-Renting & Leasing	8021	772	201	68	8.8%	633	82.0%	71	9.2%
Office Furniture & Equip-Repair & Refurbish	8022	36	843	16	44.4%	5	13.9%	15	41.7%
Office Furniture & Equip-Used	8023	1,127	145	755	67.0%	0	0.0%	372	33.0%
Office Supplies - Telemarketed	8025	714	211	478	66.9%	1	0.1%	235	32.9%
Office Supplies-Retail	8026	1,467	120	1,005	68.5%	5	0.3%	457	31.2%
Oil & Gas Leases/Lotteries	9060	67	716	53	79.1%	0	0.0%	14	20.9%
Oil And Gas Leases And Lotteries	1440	21	937	9	42.9%	8	38.1%	4	19.0%
Oilfield Equipment & Supplies	8004	161	486	0	0.0%	160	99.4%	1	0.6%
Oilfield Services	8005	27	892	14	51.9%	9	33.3%	4	14.8%
Opticians & Optical Services	3026	1,346	130	900	66.9%	17	1.3%	429	31.9%
Optometric Information Bureaus	3300	1	1099	0	0.0%	0	0.0%	1	100.0%
Optometrists	3025	430	281	296	68.8%	4	0.9%	130	30.2%
Ordered Product Sales, Other	5289	4,455	35	3,485	78.2%	35	0.8%	935	21.0%
Organizations-Arts	6365	5	1072	2	40.0%	2	40.0%	1	20.0%
Organizations-Athletic	6375	78	670	60	76.9%	2	2.6%	16	20.5%
Organizations-Baseball Clubs	6376	267	368	48	18.0%	147	55.1%	72	27.0%
Organizations-Business / Civic Memberships	6382	136	525	117	86.0%	1	0.7%	18	13.2%

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Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Organizations-Environmental, Conservation & Ecological	6350	47	794	16	34.0%	19	40.4%	12	25.5%
Organizations-Fraternal	6355	11	1018	2	18.2%	4	36.4%	5	45.5%
Organizations-General Membership / Lobbying	6351	237	397	207	87.3%	8	3.4%	22	9.3%
Organizations-Labor	6353	27	890	8	29.6%	19	70.4%	0	0.0%
Organizations-Police & Fire	6352	45	799	26	57.8%	1	2.2%	18	40.0%
Organizations-Religious	6385	18	965	11	61.1%	0	0.0%	7	38.9%
Organizations-Senior Citizen Services	6390	22	924	12	54.5%	1	4.5%	9	40.9%
Organizations-Soliciting, Other	6999	150	505	111	74.0%	4	2.7%	35	23.3%
Organizations-Veterans & Military	6360	2	1086	1	50.0%	0	0.0%	1	50.0%
Organizations-Youth & Youth Centers	6391	68	711	59	86.8%	0	0.0%	9	13.2%
Organs-Pipe, Sales & Service	5521	12	1011	4	33.3%	2	16.7%	6	50.0%
Ornamental Metal Work	4171	71	701	40	56.3%	0	0.0%	31	43.7%
Outlet Malls	5412	26	904	7	26.9%	10	38.5%	9	34.6%
Paint Removing	4615	33	860	13	39.4%	1	3.0%	19	57.6%
Paint-Retail	4340	98	611	58	59.2%	1	1.0%	39	39.8%
Pallets-Mfg., Dist.	7103	46	798	0	0.0%	46	100.0%	0	0.0%
Paneling	4345	20	952	1	5.0%	3	15.0%	16	80.0%
Paralegal	6302	157	493	47	29.9%	9	5.7%	101	64.3%
Parking Lots / Garages	0361	510	251	349	68.4%	1	0.2%	160	31.4%
Parks	6562	22	931	12	54.5%	2	9.1%	8	36.4%
Party Balloons-Novelty & Toy	5352	61	742	37	60.7%	0	0.0%	24	39.3%
Party Gift & Novelty Shops	5351	463	268	257	55.5%	0	0.0%	206	44.5%
Party Plans-In Home	5204	1,505	116	1,020	67.8%	2	0.1%	483	32.1%
Party Supls-Sales & Rental	5353	193	452	82	42.5%	55	28.5%	56	29.0%
Patent Agents	6304	253	376	73	28.9%	92	36.4%	88	34.8%
Pawnbrokers	5443	242	392	130	53.7%	40	16.5%	72	29.8%
Personal Security Guard Service	3950	94	623	62	66.0%	3	3.2%	29	30.9%
Personal Services, Other	3999	530	247	366	69.1%	1	0.2%	163	30.8%
Personnel Testing & Consulting	6346	32	867	14	43.8%	10	31.3%	8	25.0%
Pest Control Services	4500	2,322	76	1,559	67.1%	99	4.3%	664	28.6%
Pest Control Supls & Equip	4510	38	834	8	21.1%	22	57.9%	8	21.1%

**U.S. Better Business Bureau  
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Type of Business	TOB Code	Total		Complaints		Complaints		Complaints	
		Complaints Closed	Complaint Rank	Settled	% Settled	Unpursuable	% Unpursuable	Unsettled	% Unsettled
<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>		<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Pet Boarding & Sitting B240services	6801	246	387	143	58.1%	1	0.4%	102	41.5%
Pet Breeding Services	6805	288	352	127	44.1%	6	2.1%	155	53.8%
Pet Cemeteries, Crematories & Supplies	6820	13	1004	8	61.5%	2	15.4%	3	23.1%
Pet Exercising Serv	6804	102	597	7	6.9%	83	81.4%	12	11.8%
Pet Grooming Services	6800	304	338	174	57.2%	3	1.0%	127	41.8%
Pet Health Plans	6810	56	756	28	50.0%	1	1.8%	27	48.2%
Pet Stores	5805	974	163	580	59.5%	14	1.4%	380	39.0%
Pet Supls & Foods	5800	755	205	330	43.7%	230	30.5%	195	25.8%
Pet Training Services	6802	193	451	91	47.2%	60	31.1%	42	21.8%
Pet Transporting	6803	125	552	7	5.6%	108	86.4%	10	8.0%
Photo & Picture Restoring	6162	19	960	15	78.9%	0	0.0%	4	21.1%
Photo Optical Imaging Equip & Systems	5596	70	705	24	34.3%	16	22.9%	30	42.9%
Photo Processing Centers	5595	330	324	182	55.2%	3	0.9%	145	43.9%
Photographers	6316	1,818	96	872	48.0%	14	0.8%	932	51.3%
Photographers-Direct/Door-Door	5272	161	485	79	49.1%	5	3.1%	77	47.8%
Photographic Darkroom & Svcs & Rental	6529	78	667	56	71.8%	12	15.4%	10	12.8%
Photographic Equip & Supls & Repair	5598	1,617	109	1,225	75.8%	4	0.2%	388	24.0%
Photography Sales-By Mail	5271	69	709	3	4.3%	62	89.9%	4	5.8%
Photography Sales-By Telephone	5270	6	1068	3	50.0%	0	0.0%	3	50.0%
Photography Sales-Internet	5273	61	739	28	45.9%	11	18.0%	22	36.1%
Physicians & Surgeons-M.D./General Practitioners	3000	897	177	608	67.8%	54	6.0%	235	26.2%
Physicians & Surgeons-Osteopathic-D.O.	3006	20	948	15	75.0%	0	0.0%	5	25.0%
Physicians-M.D.-Specialists	3005	448	274	291	65.0%	47	10.5%	110	24.6%
Piano & Organ	5522	83	651	35	42.2%	26	31.3%	22	26.5%
Pianos & Organs-Tuning/Repair	6532	309	335	237	76.7%	17	5.5%	55	17.8%
Picture Frames-Dealers	5183	28	886	17	60.7%	1	3.6%	10	35.7%
Picture Frames-Restore & Repair	6161	72	699	4	5.6%	63	87.5%	5	6.9%
Picture Hanging Serv	6160	2	1097	1	50.0%	0	0.0%	1	50.0%
Pinball Sales/Services	5524	6	1069	0	0.0%	6	100.0%	0	0.0%
Plants-Interior Design & Maintenance	6171	120	559	46	38.3%	5	4.2%	69	57.5%
Plasma Centers	3126	5	1074	0	0.0%	0	0.0%	5	100.0%

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<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>		<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Plaster Craft Products & Supls	5582	59	749	1	1.7%	56	94.9%	2	3.4%
Plumbing Drains & Sewer Cleaning	4621	378	303	212	56.1%	0	0.0%	166	43.9%
Plumbing Fixtures, Parts & Supls-Retail	4310	78	669	60	76.9%	7	9.0%	11	14.1%
Podiatrists	3007	27	893	19	70.4%	0	0.0%	8	29.6%
Ponzi Schemes	1420	122	557	1	0.8%	119	97.5%	2	1.6%
Popcorn & Supplies	2920	68	714	2	2.9%	66	97.1%	0	0.0%
Pottery	5193	33	861	17	51.5%	6	18.2%	10	30.3%
Poultry Farms	6850	37	842	0	0.0%	33	89.2%	4	10.8%
Power Equipment Sales & Svc	5709	72	697	45	62.5%	2	2.8%	25	34.7%
Practitioners-Holistic	3041	60	747	42	70.0%	3	5.0%	15	25.0%
Practitioners-Hypnosis	3036	84	646	49	58.3%	7	8.3%	28	33.3%
Printing / Copying / Typesetting Companies	5391	1,093	148	659	60.3%	193	17.7%	241	22.0%
Private Investigation Services	3900	294	345	161	54.8%	4	1.4%	129	43.9%
Prize Promotions-By Mail	9086	15	987	9	60.0%	0	0.0%	6	40.0%
Prize Promotions-By Phone	9085	70	704	49	70.0%	1	1.4%	20	28.6%
Product Sales Via Newspaper / Magazine	5215	803	195	683	85.1%	13	1.6%	107	13.3%
Product Sales Via Telephone	5220	1,393	125	1,292	92.7%	7	0.5%	94	6.7%
Professional Services, Other	6399	1,554	112	857	55.1%	0	0.0%	697	44.9%
Psychiatrists & Psychiatric Services	3030	78	668	18	23.1%	41	52.6%	19	24.4%
Psychics	6321	74	688	49	66.2%	0	0.0%	25	33.8%
Psychologists & Counseling Centers	3035	71	700	52	73.2%	1	1.4%	18	25.4%
Publishers-Books & Magazines	6634	2,544	69	2,194	86.2%	0	0.0%	350	13.8%
Publishers-Directory & Guide	6635	1,530	114	1,143	74.7%	3	0.2%	384	25.1%
Publishers-Newspapers	6632	845	185	697	82.5%	25	3.0%	123	14.6%
Publishers-Shoppers News Publications	6633	498	256	247	49.6%	51	10.2%	200	40.2%
Publishers-Vanity/Subsidy-Books & Music	6531	417	287	292	70.0%	3	0.7%	122	29.3%
Pumps-Sales, Svc, Supplies	4311	75	683	29	38.7%	17	22.7%	29	38.7%
Pyramid Schemes	1405	54	765	7	13.0%	1	1.9%	46	85.2%
Race Tracks	6582	10	1034	5	50.0%	0	0.0%	5	50.0%
Racquetball Courts-Private & Public	6517	505	252	288	57.0%	111	22.0%	106	21.0%
Racquetball Equip & Supls	5546	44	803	33	75.0%	0	0.0%	11	25.0%

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<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>		<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Radiator Covers & Enclosures	4313	2	1091	1	50.0%	0	0.0%	1	50.0%
Radio Communication Equip & Systems	6641	133	530	69	51.9%	14	10.5%	50	37.6%
Radio Stations & Broadcast Cos	6631	194	447	137	70.6%	4	2.1%	53	27.3%
Radios-Citizen Band	5641	135	529	23	17.0%	106	78.5%	6	4.4%
Radiotelephone Communications-Common Carrier	6640	19	961	10	52.6%	6	31.6%	3	15.8%
Radiotelephone Communications-Equip & Systems	5650	41	817	21	51.2%	1	2.4%	19	46.3%
Radon Testing / Servicing	4750	44	801	27	61.4%	5	11.4%	12	27.3%
Railroad Ties-Dealers	4307	22	935	3	13.6%	18	81.8%	1	4.5%
Railroad-Passenger	6405	42	814	37	88.1%	0	0.0%	5	11.9%
Railroads-Freight	0615	14	999	2	14.3%	12	85.7%	0	0.0%
Ranches	6423	113	571	62	54.9%	21	18.6%	30	26.5%
Real Estate & Land Developers	1550	618	224	432	69.9%	0	0.0%	186	30.1%
Real Estate-Agents & Companies	1551	2,956	58	2,016	68.2%	8	0.3%	932	31.5%
Real Estate-Appraisal Services	1560	307	336	205	66.8%	3	1.0%	99	32.2%
Real Estate-Appraisers	1300	111	576	71	64.0%	2	1.8%	38	34.2%
Real Estate-Consultants	1503	173	470	126	72.8%	2	1.2%	45	26.0%
Real Estate-Maintenance Protection Plans	1504	609	225	500	82.1%	98	16.1%	11	1.8%
Real Estate-Other	1599	1,047	156	718	68.6%	16	1.5%	313	29.9%
Real Estate-Property Management	1540	3,606	46	2,491	69.1%	2	0.1%	1,113	30.9%
Real Estate-Rental Companies	1530	1,468	118	925	63.0%	5	0.3%	538	36.6%
Real Estate-Rentals By Individuals	1520	466	266	265	56.9%	4	0.9%	197	42.3%
Rebate Offers	9010	1,710	102	1,552	90.8%	14	0.8%	144	8.4%
Recreation Centers	6521	311	334	35	11.3%	251	80.7%	25	8.0%
Recreational Vehicles - Van Conversions & Accessories	0480	686	215	515	75.1%	49	7.1%	122	17.8%
Recreational Vehicles-Dealers	0481	760	203	536	70.5%	2	0.3%	222	29.2%
Recreational Vehicles-Equip, Parts & Supls	0482	89	632	33	37.1%	46	51.7%	10	11.2%
Recreational Vehicles-Rent & Lease	0483	48	788	30	62.5%	1	2.1%	17	35.4%
Recreational Vehicles-Repair & Serv	0484	160	487	57	35.6%	62	38.8%	41	25.6%
Recreational Vehicles-Storage	0485	12	1013	6	50.0%	3	25.0%	3	25.0%
Recycling Centers	6199	68	710	43	63.2%	6	8.8%	19	27.9%
Refrigeration Equipment, Sales & Service	4242	24	912	15	62.5%	0	0.0%	9	37.5%

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<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>		<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Refuse / Trash Removal	6198	1,270	135	854	67.2%	8	0.6%	408	32.1%
Rehabilitation Services	3107	22	926	18	81.8%	1	4.5%	3	13.6%
Religious Materials & Supplies	5435	53	772	17	32.1%	10	18.9%	26	49.1%
Reloader Schemes	1705	17	979	5	29.4%	5	29.4%	7	41.2%
Rental Vacancy Listing Serv	1506	546	243	189	34.6%	19	3.5%	338	61.9%
Rental/Referral Serv	1505	400	294	184	46.0%	11	2.8%	205	51.3%
Rent-To-Own Companies	5127	432	280	256	59.3%	0	0.0%	176	40.7%
Resorts-Lodging & Sport	6422	868	182	591	68.1%	6	0.7%	271	31.2%
Resorts-Vacation Time Share	6424	716	210	476	66.5%	1	0.1%	239	33.4%
Restaurant-Banquet Facilities	2520	176	467	132	75.0%	2	1.1%	42	23.9%
Restaurant-Catering Services	2530	333	321	199	59.8%	11	3.3%	123	36.9%
Restaurant-Fast Food	2510	720	209	425	59.0%	7	1.0%	288	40.0%
Restaurant-Full Service	2500	2,100	87	1,243	59.2%	6	0.3%	851	40.5%
Restaurant-Soda Fountain Shops	2525	11	1021	7	63.6%	3	27.3%	1	9.1%
Restaurant-Taverns	2400	83	650	49	59.0%	1	1.2%	33	39.8%
Resume Services	6345	76	678	46	60.5%	0	0.0%	30	39.5%
Retail Stores, Other	5999	3,769	41	2,420	64.2%	1	0.03%	1,348	35.8%
Retirement Communities	1502	42	811	35	83.3%	2	4.8%	5	11.9%
Retirement Planning Serv	1600	239	395	217	90.8%	19	7.9%	3	1.3%
Road Oiling & Dust Control	4191	314	331	98	31.2%	145	46.2%	71	22.6%
Rock Shops	5576	9	1045	2	22.2%	2	22.2%	5	55.6%
Roller Skating Rinks	6508	661	217	8	1.2%	649	98.2%	4	0.6%
Roofing Materials	4320	480	262	33	6.9%	420	87.5%	27	5.6%
Rooming Houses	1508	20	950	4	20.0%	15	75.0%	1	5.0%
Roommate Referral Serv	1507	14	992	11	78.6%	0	0.0%	3	21.4%
Saddlery & Harness	5821	17	977	5	29.4%	0	0.0%	12	70.6%
Safety & Rescue Equipment-Sales & Services	5980	38	833	9	23.7%	27	71.1%	2	5.3%
Sand & Gravel	4432	182	462	65	35.7%	20	11.0%	97	53.3%
Satellite / Antenna Sales And Service	4380	2,953	59	1,962	66.4%	544	18.4%	447	15.1%
Savings & Loan Co.	1130	187	456	132	70.6%	22	11.8%	33	17.6%
Scalp Care	3705	28	884	27	96.4%	0	0.0%	1	3.6%

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<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>		<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
School Supls	5393	88	635	17	19.3%	65	73.9%	6	6.8%
Schools-Academic-Colleges & Universities	6200	252	377	186	73.8%	3	1.2%	63	25.0%
Schools-Academic-Pre-School	6201	79	664	26	32.9%	28	35.4%	25	31.6%
Schools-Academic-Secondary & Elementary	6202	208	430	118	56.7%	27	13.0%	63	30.3%
Schools-Academic-Special Education	6203	158	490	86	54.4%	7	4.4%	65	41.1%
Schools-Art Instruction	6230	61	741	30	49.2%	19	31.1%	12	19.7%
Schools-Barber & Beauty	6224	61	740	36	59.0%	3	4.9%	22	36.1%
Schools-Bartender	6315	149	507	75	50.3%	0	0.0%	74	49.7%
Schools-Boating & Sailing	6243	4	1081	3	75.0%	0	0.0%	1	25.0%
Schools-Correspondence	6210	605	226	444	73.4%	1	0.2%	160	26.4%
Schools-Dance Studios	6231	131	535	85	64.9%	1	0.8%	45	34.4%
Schools-Drama Instruction	6232	4	1079	3	75.0%	0	0.0%	1	25.0%
Schools-Dressmaking, Design & Tailoring	6246	15	990	7	46.7%	0	0.0%	8	53.3%
Schools-Financial Aid/Scholarship Search Companies	6211	687	214	581	84.6%	34	4.9%	72	10.5%
Schools-Flight	6242	20	946	14	70.0%	0	0.0%	6	30.0%
Schools-General Interest	6207	108	579	71	65.7%	4	3.7%	33	30.6%
Schools-Language	6250	52	774	15	28.8%	27	51.9%	10	19.2%
Schools-Modeling	6223	103	592	51	49.5%	28	27.2%	24	23.3%
Schools-Nursing	6221	32	869	17	53.1%	9	28.1%	6	18.8%
Schools-Parachute Jumping	6241	31	874	3	9.7%	7	22.6%	21	67.7%
Schools-Photography	6233	936	170	36	3.8%	887	94.8%	13	1.4%
Schools-Private Education / Colleges	6205	384	301	309	80.5%	1	0.3%	74	19.3%
Schools-Real Estate	6222	95	618	27	28.4%	50	52.6%	18	18.9%
Schools-Riding Academies	6244	8	1055	3	37.5%	4	50.0%	1	12.5%
Schools-Television & Radio Broadcast	6234	37	837	18	48.6%	0	0.0%	19	51.4%
Schools-Trade / Vocational	6206	1,150	141	946	82.3%	11	1.0%	193	16.8%
Screen Enclosures	4327	450	273	153	34.0%	202	44.9%	95	21.1%
Screen Repair	6122	52	775	11	21.2%	22	42.3%	19	36.5%
Screens-Door & Window	4326	151	502	55	36.4%	39	25.8%	57	37.7%
Scuba & Dive Shops	5551	65	723	31	47.7%	7	10.8%	27	41.5%
Secretarial Services	8042	117	563	96	82.1%	2	1.7%	19	16.2%

**U.S. Better Business Bureaus  
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<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>		<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Securities Brokers And Dealers	1855	231	405	157	68.0%	17	7.4%	57	24.7%
Security Guard & Patrol Serv	8045	92	626	62	67.4%	1	1.1%	29	31.5%
Self-Defense Studios	3420	148	510	49	33.1%	34	23.0%	65	43.9%
Septic Tank Services / Installation	4161	372	306	206	55.4%	11	3.0%	155	41.7%
Septic Tanks & Systems-Cleaning	4630	95	619	40	42.1%	27	28.4%	28	29.5%
Services-Locksmiths	5321	145	516	76	52.4%	1	0.7%	68	46.9%
Services-Shoe Repair Shops	6040	104	589	58	55.8%	5	4.8%	41	39.4%
Sewing & Knitting Instruction	6524	16	980	13	81.3%	0	0.0%	3	18.8%
Sewing Machines-Dealers/Service/Supplies	5146	174	469	110	63.2%	5	2.9%	59	33.9%
Sharpening Serv	6181	19	958	7	36.8%	2	10.5%	10	52.6%
Shavers-Electric/Retail & Service	5336	75	685	36	48.0%	0	0.0%	39	52.0%
Shirts-Custom Made	6036	48	789	15	31.3%	11	22.9%	22	45.8%
Shoe Dyers	6042	31	875	0	0.0%	31	100.0%	0	0.0%
Shoe Shining	6043	11	1023	6	54.5%	3	27.3%	2	18.2%
Shopping Centers & Malls	5400	41	819	21	51.2%	7	17.1%	13	31.7%
Shopping Services-Book / Record / Tape / CD Clubs	5515	2,604	68	2,346	90.1%	7	0.3%	251	9.6%
Shopping Serv-Personal	3830	18	964	11	61.1%	3	16.7%	4	22.2%
Shower Doors & Enclosures	4351	306	337	199	65.0%	11	3.6%	96	31.4%
Shutters	4328	226	411	136	60.2%	9	4.0%	81	35.8%
Siding Materials	4330	94	624	60	63.8%	4	4.3%	30	31.9%
Sign Companies	5392	291	349	131	45.0%	20	6.9%	140	48.1%
Silverware Clean, Repair & Replate	6164	13	1002	3	23.1%	8	61.5%	2	15.4%
Skate - Equipment/Supplies	5550	23	922	16	69.6%	0	0.0%	7	30.4%
Skating Instruction	6507	2	1096	0	0.0%	0	0.0%	2	100.0%
Ski Instruction	6511	84	648	71	84.5%	10	11.9%	3	3.6%
Ski Tours	6510	37	840	9	24.3%	26	70.3%	2	5.4%
Ski, Snow Equip & Supls	5552	28	887	19	67.9%	1	3.6%	8	28.6%
Ski, Water Equip & Supls	5526	119	562	51	42.9%	19	16.0%	49	41.2%
Skin Care	3720	167	475	112	67.1%	1	0.6%	54	32.3%
Skylights	4336	39	829	26	66.7%	2	5.1%	11	28.2%
Small Engine Repair	6750	54	768	36	66.7%	0	0.0%	18	33.3%

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Type of Business	TOB Code	Total		Complaints		Complaints		Complaints	
		Complaints Closed	Complaint Rank	Settled	% Settled	Unpursuable	% Unpursuable	Unsettled	% Unsettled
<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>	<b>4.5%</b>	<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Smoke Odor Counteracting Serv	4637	2	1088	1	50.0%	0	0.0%	1	50.0%
Snow Removal	6790	110	578	53	48.2%	5	4.5%	52	47.3%
Snow Removal Equip	5708	4	1083	3	75.0%	0	0.0%	1	25.0%
Snowmobiles-Sales/Service	0470	34	854	10	29.4%	13	38.2%	11	32.4%
Sod & Sodding Serv	4405	71	703	44	62.0%	0	0.0%	27	38.0%
Solar Energy Equip & Systems -Serv & Repair	4618	61	743	46	75.4%	1	1.6%	14	23.0%
Souvenirs Shops	5356	62	738	8	12.9%	33	53.2%	21	33.9%
Spa, Hot Tub, Sauna Sales And Service	4271	1,127	144	794	70.5%	22	2.0%	311	27.6%
Speech & Language Pathologists	3020	7	1061	3	42.9%	1	14.3%	3	42.9%
Speech Aid Devices	3260	2	1095	0	0.0%	2	100.0%	0	0.0%
Spiritualists	6322	10	1037	1	10.0%	9	90.0%	0	0.0%
Sport-Camps & Resorts	6570	141	522	57	40.4%	38	27.0%	46	32.6%
Sporting Goods - Repair	5531	22	933	11	50.0%	6	27.3%	5	22.7%
Sporting Goods-General	5530	970	165	579	59.7%	1	0.1%	390	40.2%
Sprinklers-Automatic-Fire	4366	1,571	111	1,311	83.5%	168	10.7%	92	5.9%
Stadiums, Arenas & Athletic Fields	6583	35	847	29	82.9%	0	0.0%	6	17.1%
Stair Builders	4240	7	1057	5	71.4%	0	0.0%	2	28.6%
Stamps-Collectors	5572	47	793	28	59.6%	3	6.4%	16	34.0%
State Fairs	6561	12	1016	6	50.0%	6	50.0%	0	0.0%
Stationery, Card & Gift Stores	5390	183	460	91	49.7%	22	12.0%	70	38.3%
Steam Bath Equip & Supls	5195	73	693	6	8.2%	59	80.8%	8	11.0%
Steamship Cos	6407	33	863	24	72.7%	0	0.0%	9	27.3%
Stenographers & Court Reporters	6310	89	631	24	27.0%	1	1.1%	64	71.9%
Stock & Bond Transfer Agents	1800	64	725	55	85.9%	0	0.0%	9	14.1%
Stone Setting	4143	47	791	11	23.4%	0	0.0%	36	76.6%
Storm Windows & Doors-Repair	4620	106	586	71	67.0%	4	3.8%	31	29.2%
Stoves-Wood, Coal, Etc	5197	1,422	122	949	66.7%	97	6.8%	376	26.4%
Student Housing	1509	9	1040	6	66.7%	0	0.0%	3	33.3%
Suits-Custom Made	6037	19	957	7	36.8%	3	15.8%	9	47.4%
Sunglasses	5382	72	695	31	43.1%	3	4.2%	38	52.8%
Support Groups	3390	6	1066	0	0.0%	1	16.7%	5	83.3%

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<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>	<b>4.5%</b>	<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Surfboards & Surfing Equipment	5553	29	883	5	17.2%	14	48.3%	10	34.5%
Surgical Centers	3125	179	464	31	17.3%	140	78.2%	8	4.5%
Surplus & Salvage Merchandise	5442	133	532	30	22.6%	0	0.0%	103	77.4%
Surveyors-Land	4720	85	643	49	57.6%	3	3.5%	33	38.8%
Survival Products & Supls	5325	251	380	112	44.6%	50	19.9%	89	35.5%
Swap Shops	5451	95	620	43	45.3%	0	0.0%	52	54.7%
Sweepstakes, Contests, & Games (Not For Charities)	9040	1,072	155	1,015	94.7%	0	0.0%	57	5.3%
Swimming Instruction	6512	12	1009	7	58.3%	1	8.3%	4	33.3%
Swimming Pools-Public	6513	27	896	18	66.7%	2	7.4%	7	25.9%
Table Pads	5190	61	744	39	63.9%	1	1.6%	21	34.4%
Table Tennis Equipment	5548	82	657	10	12.2%	57	69.5%	15	18.3%
Table Tennis Facilities	6514	99	607	62	62.6%	4	4.0%	33	33.3%
Tailoring / Alterations	6035	203	439	84	41.4%	30	14.8%	89	43.8%
Tanning Salons	3770	463	269	254	54.9%	13	2.8%	196	42.3%
Tanning Salons Equip & Supls	3730	85	644	29	34.1%	32	37.6%	24	28.2%
Tapestries	5184	31	872	17	54.8%	8	25.8%	6	19.4%
Tattooing	3755	74	686	25	33.8%	7	9.5%	42	56.8%
Tattoos-Removed	3756	1	1102	0	0.0%	1	100.0%	0	0.0%
Tax Consultants & Representatives	1910	178	465	123	69.1%	1	0.6%	54	30.3%
Tax Preparation Services	1915	926	173	583	63.0%	6	0.6%	337	36.4%
Tax Reporting Serv	1920	26	900	17	65.4%	1	3.8%	8	30.8%
Taxicab Companies	0931	225	413	124	55.1%	4	1.8%	97	43.1%
Taxidermy	6821	86	640	42	48.8%	1	1.2%	43	50.0%
Telegraph Serv	6637	99	608	59	59.6%	1	1.0%	39	39.4%
Telemarketing	8033	1,468	119	1,252	85.3%	0	0.0%	216	14.7%
Telephone Answering Equip & Systems	5631	200	442	156	78.0%	10	5.0%	34	17.0%
Telephone Communications Services	6642	3,619	45	3,122	86.3%	0	0.0%	497	13.7%
Telephone Companies	6196	11,197	9	9,711	86.7%	0	0.0%	1,486	13.3%
Telephone Conferencing	8051	11	1022	7	63.6%	0	0.0%	4	36.4%
Telephone Equip & Systems-Dealers	5630	461	271	353	76.6%	0	0.0%	108	23.4%
Telephone Equip & Systems-Serv & Repair	5632	2,675	64	2,075	77.6%	3	0.1%	597	22.3%

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<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>	<b>4.5%</b>	<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Telephone Pre-Paid Card Sales/Distributors	6672	636	222	414	65.1%	121	19.0%	101	15.9%
Telephone Serv Co.-Long Distance	6197	7,431	19	6,318	85.0%	0	0.0%	1,113	15.0%
Telephone Solicitations, Other	9199	4,206	39	3,691	87.8%	1	0.02%	514	12.2%
Telephone-800/888 Number Resellers	6671	77	674	27	35.1%	1	1.3%	49	63.6%
Telephone-900 Number Resellers	6670	163	481	1	0.6%	159	97.5%	3	1.8%
Telephone-Mobile & Cellular Equip/Supplies/Services	5636	18,323	2	16,355	89.3%	0	0.0%	1,968	10.7%
Telephone-Paging Equip & Serv	5637	432	279	226	52.3%	0	0.0%	206	47.7%
Telescopes	5557	17	978	9	52.9%	1	5.9%	7	41.2%
Television Home Shopping	5201	1,350	129	1,274	94.4%	0	0.0%	76	5.6%
Television Stations & Broadcast Cos	6630	274	362	216	78.8%	11	4.0%	47	17.2%
Television-Cable, Catv & Satellite	6195	8,132	17	6,621	81.4%	317	3.9%	1,194	14.7%
Tennis Courts - Private & Public	6519	115	567	96	83.5%	0	0.0%	19	16.5%
Tennis Equip & Supls	5545	3	1084	3	100.0%	0	0.0%	0	0.0%
Tennis Instruction	6516	9	1047	0	0.0%	9	100.0%	0	0.0%
Tents-Retail & Rental	5541	14	996	8	57.1%	0	0.0%	6	42.9%
Theaters/Playhouses-Live Productions	6586	64	728	27	42.2%	12	18.8%	25	39.1%
Theaters-Movie	6585	115	568	51	44.3%	33	28.7%	31	27.0%
Theatrical Agencies	6326	203	438	88	43.3%	12	5.9%	103	50.7%
Therapists-Biofeedback	3043	21	938	3	14.3%	0	0.0%	18	85.7%
Therapists-Massage	3051	533	246	63	11.8%	435	81.6%	35	6.6%
Therapists-Occupational	3052	7	1059	7	100.0%	0	0.0%	0	0.0%
Therapists-Physical	3050	84	647	61	72.6%	3	3.6%	20	23.8%
Thrift Shops	5441	52	773	31	59.6%	4	7.7%	17	32.7%
Ticket Sales Companies	6550	401	293	247	61.6%	0	0.0%	154	38.4%
Timeshare Campground / Resort Companies	1570	1,377	128	1,022	74.2%	13	0.9%	342	24.8%
Timeshare Campground / Resort Promotions	9050	1,634	107	1,328	81.3%	0	0.0%	306	18.7%
Title Companies	1580	562	240	355	63.2%	54	9.6%	153	27.2%
Title Loan Brokers	1219	66	718	59	89.4%	1	1.5%	6	9.1%
Tools-Sales & Rental	4302	165	479	106	64.2%	5	3.0%	54	32.7%
Tourist Attractions-Casinos, Gaming & Bingo	6575	60	746	48	80.0%	1	1.7%	11	18.3%
Tourist Attractions-Other	6569	79	666	28	35.4%	40	50.6%	11	13.9%

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<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>		<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Tourist Homes	6426	1,112	146	665	59.8%	8	0.7%	439	39.5%
Tours-Operators & Promoters	6551	236	399	157	66.5%	1	0.4%	78	33.1%
Tours-Sightseeing	6567	206	434	101	49.0%	23	11.2%	82	39.8%
Toy Stores	5370	188	453	85	45.2%	23	12.2%	80	42.6%
Tractor/Farm Equip Repair/Parts/Supplies	0510	77	676	52	67.5%	3	3.9%	22	28.6%
Tractor/Farm Equip-Rent & Lease	0520	77	677	25	32.5%	33	42.9%	19	24.7%
Tractors/Farm Equip Dealers	0500	81	658	43	53.1%	4	4.9%	34	42.0%
Traffic Engineers & Planning Services	0995	9	1039	5	55.6%	0	0.0%	4	44.4%
Trailer Storage	0610	414	289	11	2.7%	402	97.1%	1	0.2%
Trailer-Rent/Lease/Sales	0611	135	528	68	50.4%	8	5.9%	59	43.7%
Trailer-Repair & Serv	0612	35	848	18	51.4%	11	31.4%	6	17.1%
Training-Airlines Schools	6220	16	983	8	50.0%	2	12.5%	6	37.5%
Training-Computer	6605	765	202	581	75.9%	32	4.2%	152	19.9%
Training-Employment	6218	75	681	46	61.3%	9	12.0%	20	26.7%
Training-Martial Arts	6240	162	482	93	57.4%	1	0.6%	68	42.0%
Training-Motivational & Self Improvement	6216	75	680	61	81.3%	2	2.7%	12	16.0%
Training-Scholastic Prep Courses/Books & Materials	6212	120	560	82	68.3%	9	7.5%	29	24.2%
Training-Seminars	6217	571	236	442	77.4%	0	0.0%	129	22.6%
Training-Video Instruction Tapes	6219	14	993	11	78.6%	0	0.0%	3	21.4%
Trampolines	5556	18	972	2	11.1%	8	44.4%	8	44.4%
Trapping Equip & Supls	5539	8	1054	2	25.0%	4	50.0%	2	25.0%
Travel & Moving Services-Other	6499	56	755	31	55.4%	4	7.1%	21	37.5%
Travel Agencies & Bureaus	6410	5,966	25	4,465	74.8%	17	0.3%	1,484	24.9%
Travel Agent Mills	6416	112	574	53	47.3%	11	9.8%	48	42.9%
Travel Clubs / Discount Travel Services	6415	2,208	82	1,722	78.0%	42	1.9%	444	20.1%
Travel Escorts	3920	15	989	3	20.0%	12	80.0%	0	0.0%
Treatment Centers-Drug & Alcohol Rehabilitation	3370	57	751	32	56.1%	10	17.5%	15	26.3%
Treatment Centers-Gambling Abuse & Addiction	3380	11	1030	0	0.0%	10	90.9%	1	9.1%
Treatment Centers-Rest Homes-Information & Placement	3345	8	1049	6	75.0%	1	12.5%	1	12.5%
Treatment Centers-Smokers	3360	206	433	119	57.8%	82	39.8%	5	2.4%
Trophies Shops & Engraving	5560	48	784	13	27.1%	14	29.2%	21	43.8%

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<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>		<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Truck And Heavy Equipment Sales & Service	0650	224	414	141	62.9%	0	0.0%	83	37.1%
Truck Caps & Shells	0282	165	480	38	23.0%	116	70.3%	11	6.7%
Truck Repair & Serv	0680	143	518	89	62.2%	0	0.0%	54	37.8%
Truck Stops	0670	14	998	11	78.6%	2	14.3%	1	7.1%
Truck Washing & Cleaning	0660	2	1094	0	0.0%	1	50.0%	1	50.0%
Trucking-Freight Forwarders	0623	247	385	168	68.0%	0	0.0%	79	32.0%
Trucking-General	0699	229	408	61	26.6%	97	42.4%	71	31.0%
Trucking-Interstate	0622	198	443	33	16.7%	133	67.2%	32	16.2%
Trucking-Light Hauling	0621	63	730	28	44.4%	1	1.6%	34	54.0%
Trucking-Local Cartage	0620	5	1071	0	0.0%	3	60.0%	2	40.0%
Trust Companies	1140	65	721	32	49.2%	20	30.8%	13	20.0%
Tutoring Services	6331	111	575	49	44.1%	2	1.8%	60	54.1%
TV/Phono/VCR Sales & Svc	6650	1,754	99	965	55.0%	172	9.8%	617	35.2%
Unable To Classify	9999	32,010		20,004	62.5%	2,686	8.4%	9,320	29.1%
Unclaimed Funds Retrieval Services	1700	515	248	344	66.8%	119	23.1%	52	10.1%
Upholstery Companies	6111	343	317	176	51.3%	0	0.0%	167	48.7%
Upholstery Fabrics-Retail	5194	74	689	28	37.8%	20	27.0%	26	35.1%
Vacation Certificate / Voucher Promotions	9080	4,147	40	3,314	79.9%	24	0.6%	809	19.5%
Vacuum Cleaner Sales & Service	5145	989	162	641	64.8%	6	0.6%	342	34.6%
Vacuum Cleaning Systems	5147	313	332	223	71.2%	8	2.6%	82	26.2%
Valet Services	3850	64	729	34	53.1%	17	26.6%	13	20.3%
Vehicle Sales / Manufacturing Companies, Other	0099	331	323	244	73.7%	0	0.0%	87	26.3%
Vehicular & Transportation - Other	0999	578	234	248	42.9%	7	1.2%	323	55.9%
Vending Machine & Locator Companies	5280	372	305	173	46.5%	2	0.5%	197	53.0%
Venetian & Vertical Blinds-Dealers	5172	250	381	102	40.8%	17	6.8%	131	52.4%
Venetian Blinds-Repair/Cleaning/Supplies	6133	292	347	17	5.8%	268	91.8%	7	2.4%
Venture Brokers/Capital Consultants	1223	16	981	4	25.0%	4	25.0%	8	50.0%
Veterinarian Information & Referral Services	6816	50	779	26	52.0%	8	16.0%	16	32.0%
Veterinarians	6815	585	233	398	68.0%	16	2.7%	171	29.2%
Video Equip-Service/Repair/Supplies	6651	124	554	71	57.3%	4	3.2%	49	39.5%
Video Games-Service/Repair/Supplies	6627	125	549	57	45.6%	10	8.0%	58	46.4%

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<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>	<b>4.5%</b>	<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Video Production Services	6628	327	325	178	54.4%	1	0.3%	148	45.3%
Video Tape Duplication Serv	6629	63	733	16	25.4%	37	58.7%	10	15.9%
Videoconferencing	8050	7	1060	4	57.1%	0	0.0%	3	42.9%
Video-Sales & Rentals	5510	1,673	105	1,442	86.2%	0	0.0%	231	13.8%
Wall Cleaning	4613	8	1051	6	75.0%	0	0.0%	2	25.0%
Wallboard & Plasterboard	4346	11	1025	6	54.5%	4	36.4%	1	9.1%
Wallpaper Removing	4614	66	720	6	9.1%	58	87.9%	2	3.0%
Wallpapers & Wallcoverings	5165	773	200	103	13.3%	590	76.3%	80	10.3%
Warehousing Services	7400	63	731	16	25.4%	38	60.3%	9	14.3%
Water Analysis	4740	26	899	23	88.5%	0	0.0%	3	11.5%
Water Companies-Bottlers/Distributors	2910	436	277	253	58.0%	133	30.5%	50	11.5%
Water Cos	6191	827	189	709	85.7%	2	0.2%	116	14.0%
Water Filtration & Purification Equip	4315	435	278	269	61.8%	5	1.1%	161	37.0%
Water Heaters - Sales/Service/Repair	4318	67	715	51	76.1%	6	9.0%	10	14.9%
Water Skiing Instruction	6520	5	1076	2	40.0%	0	0.0%	3	60.0%
Water Softening & Conditioning Equip, Serv & Supls	4600	1,082	151	718	66.4%	75	6.9%	289	26.7%
Water Taxi Serv	0930	11	1029	6	54.5%	2	18.2%	3	27.3%
Water Well Drilling & Serv	4160	284	354	98	34.5%	119	41.9%	67	23.6%
Waterbeds-Dealers/Service/Repair/Supplies	5131	56	759	38	67.9%	1	1.8%	17	30.4%
Weather Vanes	4381	3	1085	0	0.0%	3	100.0%	0	0.0%
Weaving Supls & Equip	5587	9	1046	1	11.1%	8	88.9%	0	0.0%
Wedding Chapels & Ceremonies	3610	77	673	37	48.1%	9	11.7%	31	40.3%
Wedding Consultants	3615	213	426	138	64.8%	0	0.0%	75	35.2%
Weight Reduction/Diet Clinics	3406	822	191	614	74.7%	11	1.3%	197	24.0%
Welcome Serv For Newcomers	3820	89	633	2	2.2%	84	94.4%	3	3.4%
Welding Services	6182	165	478	36	21.8%	101	61.2%	28	17.0%
Wheel Chair Lifts & Ramps	4172	84	645	45	53.6%	5	6.0%	34	40.5%
Wholesalers / Distributors-Other	7599	1,578	110	1,254	79.5%	0	0.0%	324	20.5%
Wholesalers/Distributors-Commercial Products	7660	812	193	508	62.6%	10	1.2%	294	36.2%
Wholesalers/Distributors-Industrial Products	7630	100	600	44	44.0%	12	12.0%	44	44.0%
Wholesales/Distributors-Energy (Pipeline, Oil, Gas)	7650	268	367	131	48.9%	83	31.0%	54	20.1%

**U.S. Better Business Bureau  
2003 Activity Report  
Sorted Alphabetically by Type of Business**

Type of Business	TOB Code	Total Complaints Closed	Complaint Rank	Complaints Settled	% Settled	Complaints Unpursuable	% Unpursuable	Complaints Unsettled	% Unsettled
<b>Totals</b>		<b>773,042</b>		<b>531,397</b>	<b>68.7%</b>	<b>34,855</b>	<b>4.5%</b>	<b>206,790</b>	<b>26.8%</b>
Abortion Services	3101	66	719	10	15.2%	44	66.7%	12	18.2%
Accountants-Certified Public & Public	1900	258	373	152	58.9%	9	3.5%	97	37.6%
Wicker Products	5318	40	825	16	40.0%	0	0.0%	24	60.0%
Wigs & Hairpieces	3706	64	726	36	56.3%	0	0.0%	28	43.8%
Wind Energy Systems	4180	11	1019	4	36.4%	2	18.2%	5	45.5%
Window & Glass-Beveled, Carved, Ornamental	5180	149	509	31	20.8%	100	67.1%	18	12.1%
Window & Glass-Stained & Leaded	5181	22	928	13	59.1%	0	0.0%	9	40.9%
Window Accessory / Covering / Drapery Companies	5170	701	212	422	60.2%	0	0.0%	279	39.8%
Window Cleaning	6120	265	369	46	17.4%	190	71.7%	29	10.9%
Window Repair	6121	47	790	22	46.8%	15	31.9%	10	21.3%
Window Shades-Cleaning/Repairing/Supplies	6132	37	838	20	54.1%	2	5.4%	15	40.5%
Window Shades-Dealers	5171	128	539	72	56.3%	4	3.1%	52	40.6%
Windows-Installation & Service	4136	2,967	57	2,207	74.4%	6	0.2%	754	25.4%
Wine & Beer Making Equip & Supls	5590	26	903	11	42.3%	13	50.0%	2	7.7%
Wineries	2471	17	976	10	58.8%	0	0.0%	7	41.2%
Wines-Retail	2470	26	901	10	38.5%	1	3.8%	15	57.7%
Wireless Cable Companies	6673	919	174	689	75.0%	14	1.5%	216	23.5%
Woodworking	4262	108	580	46	42.6%	5	4.6%	57	52.8%
Work-At-Home Offers	1415	6,105	23	3,381	55.4%	19	0.3%	2,705	44.3%
Zoos & Zoological Gardens	6563	12	1012	8	66.7%	1	8.3%	3	25.0%