

2018 Annual Report

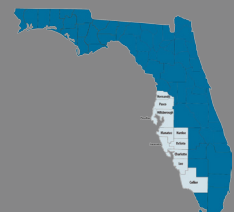


Better Business Bureau®
Serving West Florida



Serving the following counties:
Pinellas, Hillsborough, Pasco, Hernando, Charlotte,
Collier, DeSoto, Hardee, Lee, Sarasota, Manatee

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BBB Standards for Trust

BE TRANSPARENT

Advertise Honestly

Safeguard
Privacy

**TELL THE
TRUTH**

**BE
RESPONSIVE**

Embody Integrity

Build Trust

Honor
Promises

BBB Vision & Mission

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

Mission: To be the leader in advancing marketplace trust.

Be in the know

Visit BBB.org for updates on **scams, customer reviews, alerts & more.** **STAY UPDATED »**



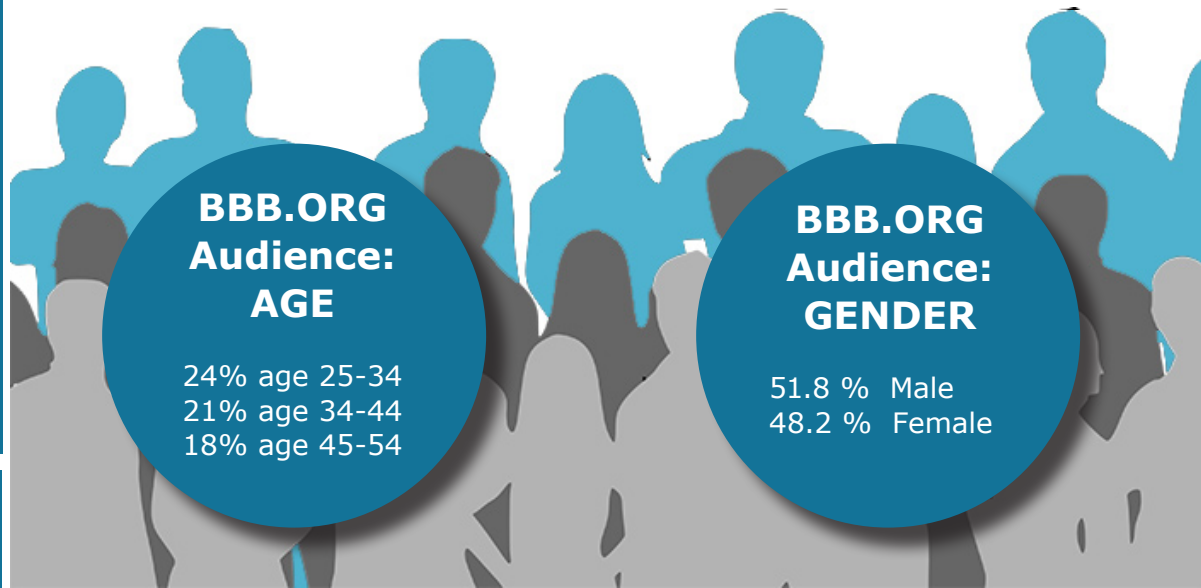


BBB Influence 2018 STATS



Scam Tracker Scams

West Florida: 725
All Florida: 2,782
US & Canada: 50,023



Top 10 Complaints

- 1) Free Trial Offers
- 2) Auto Renting & Leasing
- 3) Furniture Stores
- 4) New Car Dealerships
- 5) A/C Contractors
- 6) Medical Equipment
- 7) Used Car Dealers
- 8) Collection Agencies
- 9) Roofing Contractors
- 10) Moving Companies

Top 10 Inquiries

- 1) Free Trial Offers
- 2) Roofing Contractors
- 3) A/C Contractors
- 4) Insurance Companies
- 5) General Contractors
- 6) Pool Contractors
- 7) Home Builders
- 8) Used Car Dealers
- 9) Plumbers
- 10) Collection Agencies



Advancing Trust in the Marketplace



ENTERPRISE Village FINANCE Park



Shred Day



Media Outreach



Why BBB Today?



We have credibility and commitment.



We work with thousands of companies and millions of consumers.



We offer programs, investigations, education and resources.



We help to make a difference every day, in every community.



We provide dispute resolution to solve complaints between businesses and consumers.

