

**Table 15.33-- BUSINESS INQUIRIES AND COMPLAINTS THROUGH
THE BETTER BUSINESS BUREAU, BY TYPE OF INDUSTRY: 2008**

Type of industry	Number of inquiries	Type of industry 1/	Number of complaints	Average settlement dollar value per consumer complaint
Wedding consultants	7,480	Auto dealers - new cars 2/	102	7,121.78
Travel agencies & bureaus	5,297	Airlines	87	784.38
Roofing contractors	3,722	Telephone companies	60	286.09
Work-at-home companies	2,817	Restaurants	45	422.93
Plumbing contractors	2,679	Cellular telephone service	39	520.35
Pest control services	2,674	Jewelers - retail	35	3,202.57
Contractors - general	2,621	Hotels	33	1,288.40
Mortgage brokers	2,596	Banks	30	1,022.91
Real estate brokers	2,499	Real estate management	30	3,952.30
Constructr. & remod. services	2,117	Toys-retail	27	103.30
Auto dealers - new cars	1,860	Photographers - portrait	27	231.57
Movers	1,724	Auto dealers - used cars	25	4,969.24
Auto body repair & painting	1,670	General merchandise - retail	25	16,871.15
Vacation rentals	1,565	Vacation rentals	22	2,116.41
Electric contractors	1,507	Real estate brokers	21	5,338.44
Real estate management	1,502	Towing - automotive	21	620.83
Painting contractors	1,475	Travel agencies & bureaus	21	3,075.61
Hotels	1,466	Furniture - retail	20	544.85
Sightseeing tours	1,453	Movers	20	5,928.18
Building contractors	1,423	Dentists	17	653.14
Tours - operators & promoters	1,378	Internet services	17	195.37
Charity - local	1,375	Auto renting & leasing	16	1,177.44
Jewelers - retail	1,334	Mason contractors	15	14,185.83
Real estate services	1,325	Plumbing contractors	15	1,293.20
Insurance services	1,274	Beauty salons	15	1,661.74

1/ Industries listed are those with the highest number of inquiries or complaints.

2/ Includes new car repair issues.

Source: Better Business Bureau of Hawaii, records.