

**Table 15.33-- BUSINESS INQUIRIES AND COMPLAINTS THROUGH  
THE BETTER BUSINESS BUREAU, BY TYPE OF INDUSTRY: 2009**

Type of industry 1/	Number of inquiries	Type of industry 1/	Number of complaints	Average settlement per consumer complaint (dollars)
Wedding consultants	5,576	Auto dealers - new cars 2/	83	7,676.78
Travel agencies & bureaus	5,467	Airlines	82	801.38
Roofing contractors	5,335	Travel clubs	72	3,952.95
General contractors	5,015	Toys - retail	64	89.17
Pest control services	4,127	Restaurants	39	299.24
Plumbing contractors	3,989	Travel agencies & bureaus	39	2,531.87
Electrical contractors	2,834	Banks	37	1,338.38
Auto body repair & painting	2,730	Hotels	36	918.57
Mortgage brokers	2,729	Appliances-major-svc. & rep	35	488.06
Constructr. & remod. services	2,619	Property management	33	1,272.08
Auto dealers - new cars	2,411	Cell telephone service&supp	31	354.07
Landscape contractors	2,364	Freight forwarding	31	14,500.47
Real estate	2,317	Internet marketing services	28	1,701.43
Painting contractors	2,149	Jewelers - retail	27	449.53
Travel clubs	2,044	Auto repair & service	23	3,286.37
Auto repair and service	1,989	Vacation rentals	23	1,190.18
Property management	1,975	Beauty salons	21	111.77
Jewelers - retail	1,935	Auto dealers - used cars	20	2,682.23
Sweepstakes	1,854	Photographers - portrait	20	102.13
Building contractors	1,848	Towing - automotive	19	248.60
A/C contractors & systems	1,758	Telephone companies	19	77.27
Movers	1,702	Auto body repair & painting	18	1,784.20
Financial services	1,678	Internet shopping	17	333.18
Solar contractors	1,422	Furniture - retail	16	1,586.45
Vacation rentals	1,395	Wedding consultants	16	1,477.84

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.