

Table 15.33-- BUSINESS INQUIRIES AND COMPLAINTS THROUGH THE BETTER BUSINESS BUREAU, BY TYPE OF INDUSTRY: 2010

| Type of industry 1/ | Number of inquiries | Type of industry 1/ | Number of complaints | Average settlement per consumer complaint (dollars) |
|------------------------------------------------|---------------------|---------------------------------------|----------------------|-----------------------------------------------------|
| General contractors | 9,634 | Auto dealers - new cars 2/ | 101 | 4,681.04 |
| Roofing contractors | 8,207 | Airlines | 74 | 569.57 |
| Travel clubs | 7,309 | Telephone companies | 74 | 673.08 |
| Wedding consultants | 7,204 | Travel clubs | 54 | 3,557.10 |
| Travel agencies & bureaus | 7,173 | Toys - retail | 53 | 133.34 |
| Pest control services | 7,157 | Appliances - major - service & repair | 48 | 503.90 |
| Plumbing contractors | 7,094 | Auto renting & leasing | 44 | 2,197.58 |
| Electricians | 6,078 | Hotels | 40 | 865.47 |
| Auto body repair & painting | 5,997 | Jewelers - retail | 39 | 560.86 |
| Construction & remodeling services | 4,432 | Auto dealers - used cars | 38 | 4,222.44 |
| Property management | 4,226 | Restaurants | 36 | 471.13 |
| Solar energy products installation contractors | 4,126 | Banks | 33 | 1,880.95 |
| Auto repair & service | 4,059 | Vacation rentals | 32 | 1,736.14 |
| Jewelers - retail | 4,002 | Timeshare companies | 28 | 3,465.17 |
| Auto dealers - new cars | 3,976 | Auto repair & service | 27 | 3,997.51 |
| Mortgage brokers | 3,972 | Movers | 22 | 6,409.50 |
| Real estate | 3,787 | Furniture - retail | 19 | 1,262.60 |
| Painting contractors | 3,709 | Property management | 19 | 1,745.42 |
| Landscape contractors | 3,568 | Wedding consultants | 18 | 572.33 |
| Financial services | 3,275 | Vacuum cleaners - household- dealers | 16 | 1,307.42 |
| Sweepstakes | 3,152 | Dentists | 16 | 363.16 |
| Building contractors | 3,028 | Real estate | 16 | 2,451.81 |
| Tours - operators & promoters | 3,023 | Landscape contractors | 15 | 18,558.55 |
| Movers | 3,022 | Auto body repair & painting | 15 | 2,527.50 |
| Banks | 2,900 | Plumbing contractors | 14 | 375.61 |

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.