

Table 15.34-- BUSINESS INQUIRIES AND COMPLAINTS THROUGH THE BETTER BUSINESS BUREAU, BY TYPE OF INDUSTRY: 2013

Type of industry 1/	Number of inquiries	Type of industry 1/	Number of complaints	Average settlement per consumer complaint (dollars)
Contractors - general	27,672	Airlines	110	1,560.01
Dating service	21,893	Auto dealers - new cars 2/	79	10,646.92
Roofing contractors	20,725	Travel clubs	59	3,266.22
Electricians	18,743	Hotels	42	2,540.09
Plumbing contractors	17,579	Auto dealers - used cars	36	4,326.23
Property management	15,260	Auto renting & leasing	36	386.33
Real estate	14,184	Jewelers - retail	34	1,765.07
Travel agencies & bureaus	13,566	Parking facilities	27	96.08
Construction & remodeling services	13,037	Television stations & broadcast companies	26	337.14
Pest control services	12,865	Banks	25	1,513.44
Solar energy system design & installation	11,025	Restaurants	25	350.26
Auto repair & service	9,669	Movers	23	1,573.78
Auto body repair & painting	9,227	Mail order & catalog shopping	21	95.55
Air conditioning contractors & systems	9,180	Plumbing contractors	20	2,840.43
Solar energy equipment & systems dealers	9,146	Real estate	20	20,040.15
Painting contractors	8,531	Fitness centers	18	95.67
Wedding consultants	8,423	Vacation rentals	18	926.99
Attorneys	8,401	Telephone companies	17	329.09
Vacation rentals	7,981	Property management	16	1,452.19
Building contractors	7,727	Electric companies	16	378.44
Auto dealers - used cars	7,485	Collection agencies	15	187.12
Mortgage brokers	7,334	Handyman services	14	5,453.80
Jewelers - retail	7,295	Furniture - retail	14	2,273.82
Movers	7,035	Auto repair & service	14	3,703.61
Landscape contractors	6,694	Beauty salons	14	231.30

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.