

Table 15.33-- BUSINESS INQUIRIES AND COMPLAINTS THROUGH THE BETTER BUSINESS BUREAU, BY TYPE OF INDUSTRY: 2014

Type of industry 1/	Number of inquiries	Type of industry 1/	Number of complaints	Average settlement per consumer complaint (dollars)
Contractors - general	38,354	Auto dealers - new cars 2/	73	10,671.60
Dating service	24,669	Airlines	72	1,232.49
Roofing contractors	22,095	Auto dealers - used cars	51	8,284.04
Plumbers	21,047	Travel clubs	48	4,963.44
Electricians	20,635	Property management	36	1,618.77
Property management	17,607	Jewelers - retail	34	2,814.44
Construction & remodeling services	15,720	Auto repair & service	34	19,934.62
Real estate	15,209	Banks	33	2,075.00
Travel agencies & bureaus	14,314	Real estate	33	2,663.99
Pest control services	13,697	Movers	31	3,438.60
Auto repair & service	12,801	Television stations & broadcast companies	31	174.69
Air conditioning contractors & systems	12,793	Restaurants	30	1,445.26
Attorneys & lawyers	11,506	Towing - automotive	27	332.64
Painting contractors	10,309	Hotels	24	1,045.83
Travel clubs	9,852	Internet marketing services	22	74.00
Solar energy system design & installation	9,240	Auto renting & leasing	22	253.01
Auto body repair & painting	9,165	Solar energy equipment & systems dealers	19	24,000.00
Building contractors	9,148	Handyman services	18	7,771.87
Auto dealers - used cars	8,945	Plumbers	18	333.12
Auto dealers - new cars	8,335	Vacation rentals	16	500.00
Vacation rentals	8,287	Appliances - major - service & repair	16	362.66
Wedding consultants	8,266	Electric companies	16	1,414.72
Movers	8,238	Solar energy system design & installation	13	21,061.66
Jewelers - retail	8,205	Beauty salons	13	190.20
Solar energy equipment & systems dealers	7,998	Contractors - general	12	22,714.00

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.