

**Table 15.32-- BUSINESS INQUIRIES AND COMPLAINTS THROUGH
THE BETTER BUSINESS BUREAU, BY TYPE OF INDUSTRY: 2017**

Type of industry 1/	Number of inquiries	Type of industry 1/	Number of complaints	Average settlement per consumer complaint (dollars)
General contractors	36,700	Auto dealers - new cars 2/	82	5,564.66
Roofing contractors	17,483	Airlines	72	851.65
Real estate	16,880	Auto dealers - used cars	35	2,602.73
Plumbers	16,115	Hotels	34	1,125.87
Electricians	14,183	Property management	32	1,280.35
Construction services	13,460	Health clubs	26	674.92
Property management	12,538	Towing companies	26	883.04
Lawyers	9,381	Restaurants	24	893.21
Air conditioning contractors	9,312	Banks	24	59,235.85
Dating services	8,732	Moving companies	23	1,329.48
Painting contractors	8,726	Internet marketing services	20	163.15
Pest control services	8,503	Real estate	19	1,747.42
Travel agencies	8,123	Tour operators	19	669.94
Building contractors	8,003	Auto renting & leasing	17	678.54
Auto dealers - new cars	6,759	Swimwear	15	90.00
Auto services	6,682	Travel clubs	14	4,567.33
Vacation rentals	6,357	General contractors	14	23,827.56
Moving companies	5,843	Perfume	14	4,062.62
Landscape contractors	5,442	Handyman services	14	1,488.89
Auto dealers - used cars	5,397	Collection agencies	13	565.00
Jewelry stores	5,344	Auto services	13	(NA)
Tour operators	5,080	Auto body repair & painting	13	830.81
Mason contractors	4,954	Sightseeing tours	13	352.79
Handyman services	4,940	Solar energy equipment dealers	12	102,400.00
Solar energy design	4,706	Air conditioning contractors	12	4,100.55
Financial consultants	4,685	Major appliance services	12	747.49
		Online shopping	12	46.46

NA Not available.

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.