

**Table 15.36-- BUSINESS INQUIRIES AND COMPLAINTS THROUGH
THE BETTER BUSINESS BUREAU, BY TYPE OF INDUSTRY: 2012**

Type of industry 1/	Number of inquiries	Type of industry 1/	Number of complaints	Average settlement per consumer complaint (dollars)
Contractors - general	21,010	Auto dealers - new cars 2/	80	5,106.12
Roofing contractors	17,048	Airlines	68	154.22
Electricians	14,844	Toys - retail	64	80.21
Plumbing contractors	14,775	Travel clubs	53	4,291.19
Travel agencies & bureaus	11,633	Auto renting & leasing	44	337.27
Solar energy system design & installation	11,382	Auto dealers - used cars	37	2,677.92
Pest control services	10,856	Banks	33	1,069.54
Property management	10,553	Hotels	32	541.14
Construction & remodeling services	10,210	Resorts	31	1,542,420.02
Real estate	10,122	Restaurants	29	95.38
Dating service	9,491	Property management	27	2,130.44
Auto body repair & painting	9,230	Jewelers - retail	25	623.96
Wedding consultants	8,947	Electric companies	25	481.20
Auto repair & service	8,854	Television stations & broadcast companies	23	102.83
Solar energy equipment & systems dealers	8,196	Auto repair & service	20	2,355.47
Mortgage brokers	7,179	Real estate	20	4,523.75
Jewelers - retail	6,961	Contractors - general	18	12,944.59
Painting contractors	6,852	Plumbing contractors	18	547.29
Vacation rentals	6,732	Video tapes & discs sales & rentals	16	470.71
Charity - local	6,410	Telephone companies	16	301.00
Travel clubs	6,374	Furniture - retail	15	1,520.60
Air conditioning contractors & systems	6,302	Mopeds	15	640.83
Building contractors	6,235	Towing - automotive	15	472.89
Landscape contractors	5,488	Solar energy equipment & systems dealers	15	2,937.50
Insurance services	5,404	Vacation rentals	14	1,122.07

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.