

Table 15.33-- BUSINESS INQUIRIES AND COMPLAINTS THROUGH THE BETTER BUSINESS BUREAU, BY TYPE OF INDUSTRY: 2015

| Type of industry 1/ | Number of inquiries | Type of industry 1/ | Number of complaints | Average settlement per consumer complaint (dollars) |
|---|---------------------|--|----------------------|---|
| Contractors - general | 39,862 | Auto dealers - new cars 2/ | 152 | 6,697.68 |
| Roofing contractors | 19,378 | Airlines | 97 | 606.82 |
| Plumbers | 18,858 | Auto dealers - used cars | 80 | 3,697.06 |
| Electricians | 18,824 | Travel clubs | 50 | 4,060.96 |
| Dating service | 18,540 | Restaurants | 44 | 56.69 |
| Construction & remodeling services | 15,501 | Property management | 43 | 77,700.93 |
| Real estate | 14,725 | Hotels | 40 | 1,612.54 |
| Property management | 14,433 | Real estate | 39 | 2,067.25 |
| Attorneys & lawyers | 13,153 | Television stations & broadcast companies | 39 | 216.73 |
| Air conditioning contractors & systems | 13,047 | Auto repair & service | 35 | 2,848.25 |
| Travel agencies & bureaus | 12,455 | Banks | 34 | 45,114.83 |
| Auto repair & service | 11,835 | Movers | 33 | 852.50 |
| Pest control services | 11,177 | Plumbers | 31 | 2,074.85 |
| Painting contractors | 10,003 | Jewelers - retail | 30 | 366.67 |
| Auto renting & leasing | 8,512 | Towing - automotive | 28 | 196.25 |
| Building contractors | 8,487 | Contractors - general | 27 | 7,017.94 |
| Solar energy system design & installation | 8,267 | Internet marketing services | 26 | 85.51 |
| Landscape contractors | 8,013 | Security control equipment & system monitors | 24 | 2,685.33 |
| Auto dealers - used cars | 7,817 | Vacation rentals | 24 | 995.13 |
| Auto body repair & painting | 7,798 | Travel agencies & bureaus | 22 | 2,005.49 |
| Auto dealers - new cars | 7,772 | Appliances - major - service & repair | 22 | 1,021.65 |
| Jewelers - retail | 7,582 | Auto renting & leasing | 21 | 299.34 |
| Vacation rentals | 7,552 | Handyman services | 20 | 7,251.16 |
| Travel clubs | 7,100 | Auto body repair & painting | 20 | 5,759.70 |
| Internet marketing services | 6,697 | Roofing contractors | 19 | 6,532.21 |

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.