

Table 15.36-- BUSINESS INQUIRIES AND COMPLAINTS THROUGH THE BETTER BUSINESS BUREAU, BY TYPE OF INDUSTRY: 2020

Type of industry 1/	Number of inquiries	Type of industry 1/	Number of complaints	Average settlement per complaint (dollars)
General contractor	37,474	Airlines	208	1,401.44
Plumber	18,890	New car dealers 2/	96	14,098.62
Exercise programs	17,716	Online shopping	61	65.74
Roofing contractors	17,519	Vacation rentals	57	3,031.06
Real estate	16,483	Travel club	57	3,259.93
Construction services	13,183	Real estate	55	3,755.26
Electrician	13,039	Bank	51	3,362.09
Property management	12,931	Property management	46	1,123.46
Pest control	11,433	Travel agency	42	6,355.28
Handyman	10,856	Jewelry stores	36	89.16
Air conditioning contractor	9,773	Restaurants	35	268.64
Skin care	9,442	Swimwear	34	73.56
Lawyers	8,803	Pest control	29	922.35
Auto repair	8,203	Used car dealers	28	5,854.57
Painting contractors	8,196	Hotels	27	109.23
Restaurants	8,169	Clothing	26	79.55
Jewelry stores	8,044	Towing company	25	501.81
New car dealers	7,808	Internet marketing services	22	548.58
Used car dealers	7,259	Auto repair	22	748.86
Travel club	7,126	Furniture stores	17	743.66
Building contractors	6,987	Online retailer	16	188.54
Online shopping	6,419	Fitness center	16	1,642.53
Moving companies	6,326	Resort	14	956.00
Landscape contractors	6,185	Sightseeing tours	13	3,500.00
Real estate agent	5,947	Mail box rental	13	72.15

1/ Industries listed are those with the highest number of inquiries or complaints.

2/ Includes new car repair issues.

Source: Better Business Bureau Great West & Pacific records.