

Table 15.34-- BUSINESS INQUIRIES AND COMPLAINTS THROUGH THE BETTER BUSINESS BUREAU, BY TYPE OF INDUSTRY: 2021

Type of industry 1/	Number of inquiries	Type of industry 1/	Number of complaints	Average settlement per complaint (dollars)
General contractor	34,758	Airlines	143	4,121.58
Plumber	19,533	New car dealers 2/	95	4,596.46
Roofing contractors	17,239	Internet marketing services	66	539.06
Real estate	16,012	Furniture stores	65	1,524.29
Property management	13,626	Property management	57	710.03
Exercise programs	13,039	Used car dealers	52	1,246.63
Electrician	11,816	Travel club	50	2,125.78
Construction services	10,014	Bank	42	424.00
Auto repair	9,460	Hotels	41	3,354.47
Pest control	8,502	Vacation rentals	34	3,338.04
Painting contractors	8,486	Restaurants	34	90.13
Skin care	8,053	Real estate	30	4,688.94
Air conditioning contractor	8,048	Fitness center	27	296.63
Lawyers	7,831	Jewelry stores	26	995.95
Used car dealers	7,735	Online shopping	20	60.42
Jewelry stores	7,674	Pest control	20	1,269.29
Moving companies	7,614	Towing company	20	444.67
Handyman	7,282	Sightseeing tours	13	968.48
Restaurants	6,869	Auto repair	12	2,054.33
New car dealers	6,117	Mail box rental	11	6,763.95
Travel club	5,811	Travel agency	10	2,776.45
Building contractors	5,768	Clothing	10	479.63
Landscape contractors	5,637	Swimwear 3/	9	70.57
Real estate agent	4,268	Resort	6	1,363.17
Online shopping	2,474	Online retailer	5	847.65

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

2/ Includes new car repair issues.

3/ The average settlement amount for “Swimwear” industry in the attachment was manually calculated based on the disputed amounts indicated in each complaint text (if available) since none were captured in the designated data field.

Source: Better Business Bureau Great West & Pacific records.