

Canadian Better Business Bureaus 2004 Ranked by Report Requests

TABLE II

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints Processed	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>Totals</b>	<b>1,302,026</b>		<b>16,051</b>		<b>10,033</b>	<b>62.5%</b>	<b>4,690</b>	<b>29%</b>	<b>1,322</b>	<b>8%</b>
70571	Movers	64,492	1	419	1	242	57.8%	140	33%	37	9%
10126	Roofing Contractors	44,263	2	233	5	129	55.4%	82	35%	22	9%
70620	Telephone Service-Long Distance	37,663	3	97	21	80	82.5%	13	13%	4	4%
90019	Work-At-Home Cos.	29,247	4	40	69	8	20.0%	23	58%	9	23%
50039	Automobile Dealers-New Cars	26,656	5	364	2	283	77.7%	63	17%	18	5%
50173	Computers-Dealers	20,272	6	186	8	147	79.0%	30	16%	9	5%
20092	Multi-Level Selling Co.	19,616	7	14	158	6	42.9%	7	50%	1	7%
10035	Contractors-General	17,787	8	171	10	80	46.8%	79	46%	12	7%
10113	Plumbing Contractors	17,145	9	138	17	87	63.0%	42	30%	9	7%
50040	Automobile Dealers-Used Cars	15,273	10	160	12	91	56.9%	47	29%	22	14%
10079	Home Improvements	14,517	11	119	18	74	62.2%	37	31%	8	7%
60103	Automobile Repair & Service	14,248	12	189	7	115	60.8%	64	34%	10	5%
10078	Home Builders	14,168	13	88	26	60	68.2%	20	23%	8	9%
10076	Heating Contractors	12,318	14	77	32	55	71.4%	17	22%	5	6%
60788	Security Control Equipment, Sys/Monitor	11,627	15	101	20	82	81.2%	16	16%	3	3%
60094	Automobile Body Repair & Painting	11,024	16	60	44	40	66.7%	14	23%	6	10%
10095	Painting Contractors	10,671	17	59	45	28	47.5%	23	39%	8	14%
10177	Construction & Remodeling Services	10,530	18	77	33	48	62.3%	26	34%	3	4%
60184	Carpet & Rug Cleaners	10,329	19	82	28	45	54.9%	26	32%	11	13%
50291	Furniture-Retail	9,833	20	316	3	235	74.4%	67	21%	14	4%
60997	Automobile Services - General	9,288	21	96	22	73	76.0%	20	21%	3	3%
60434	Heating Equipment & Systems Cleaning & Repair	8,953	22	39	70	27	69.2%	9	23%	3	8%
10102	Paving Contractors	8,454	23	172	9	75	43.6%	90	52%	7	4%
10032	Concrete Contractors	7,817	24	49	56	22	44.9%	23	47%	4	8%
70632	Travel Agencies & Bureaus	7,669	25	78	31	40	51.3%	34	44%	4	5%
00155	Landscape Contractors	7,572	26	105	19	59	56.2%	42	40%	4	4%
60569	Modeling & Talent Agencies	7,468	27	22	114	10	45.5%	11	50%	1	5%
20012	Financial Planning Consultants	7,304	28	3	399	2	66.7%	1	33%	0	0%
60430	Health Clubs	7,174	29	147	14	87	59.2%	56	38%	4	3%
60473	Internet Services	7,050	30	193	6	93	48.2%	89	46%	11	6%
50238	Electronic Equipment & Supplies-Dealers	6,578	31	158	13	128	81.0%	16	10%	14	9%
10178	Windows - Installation/Service	6,488	32	58	47	38	65.5%	19	33%	1	2%

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20019	Insurance-General	6,110	33	38	72	30	78.9%	5	13%	3	8%
50133	Carpet & Rug Dealers-New	6,009	34	80	29	58	72.5%	18	23%	4	5%
20053	Mortgages	5,995	35	6	278	4	66.7%	1	17%	1	17%
20003	Banks	5,926	36	25	100	22	88.0%	2	8%	1	4%
10182	Heating & Air Conditioning	5,826	37	35	76	26	74.3%	6	17%	3	9%
60172	Business Consultants	5,738	38	11	190	6	54.5%	5	45%	0	0%
50367	Jewelers-Retail	5,630	39	57	48	40	70.2%	14	25%	3	5%
10049	Electric Contractors	5,622	40	23	107	12	52.2%	10	43%	1	4%
60783	Schools-Business & Vocational	5,617	41	17	135	9	52.9%	7	41%	1	6%
60732	Real Estate Management	5,401	42	25	101	17	68.0%	3	12%	5	20%
60719	Purchasing Service	5,399	43	18	127	12	66.7%	6	33%	0	0%
00157	Lawn Maintenance	5,377	44	144	15	117	81.3%	21	15%	6	4%
60902	Transmissions-Automobile	5,223	45	61	42	40	65.6%	17	28%	4	7%
10058	Floor Laying, Refinishing & Resurfacing	5,221	46	42	65	23	54.8%	16	38%	3	7%
10006	Kitchen & Bath Design & Remodeling	5,152	47	34	79	17	50.0%	16	47%	1	3%
60071	Associations	5,025	48	3	400	3	100.0%	0	0%	0	0%
60469	Inspection Service	4,707	49	17	136	10	58.8%	5	29%	2	12%
50336	Health & Diet Products-Retail	4,541	50	32	85	7	21.9%	24	75%	1	3%
50488	Pharmacies	4,402	51	19	122	11	57.9%	4	21%	4	21%
50142	Cellular Telephone Svc, Equipment & Supplies	4,280	52	258	4	223	86.4%	31	12%	4	2%
60784	Schools-General Interest	4,241	53	11	191	6	54.5%	4	36%	1	9%
60134	Beauty Salons	4,104	54	50	54	32	64.0%	18	36%	0	0%
70562	Limousine Service	4,098	55	20	118	11	55.0%	8	40%	1	5%
10135	Siding Contractors	4,085	56	26	94	18	69.2%	7	27%	1	4%
60226	Collection Agencies	4,070	57	48	58	38	79.2%	7	15%	3	6%
20086	Business Opportunity Cos.	4,062	58	2	470	2	100.0%	0	0%	0	0%
60235	Computers Software & Services	4,043	59	59	46	39	66.1%	14	24%	6	10%
10013	Building Contractors	3,863	60	20	119	13	65.0%	4	20%	3	15%
60974	Internet Shopping Services	3,836	61	140	16	70	50.0%	59	42%	11	8%
50737	Windows	3,730	62	18	128	12	66.7%	2	11%	4	22%
50544	Restaurants	3,715	63	47	59	25	53.2%	16	34%	6	13%
50252	Fence	3,687	64	34	80	15	44.1%	16	47%	3	9%

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60478	Janitor Service	3,661	65	12	174	7	58.3%	5	42%	0	0%
60449	House Cleaning	3,633	66	8	233	4	50.0%	3	38%	1	13%
50016	Appliances-Major-Dealers	3,585	67	44	64	33	75.0%	9	20%	2	5%
00154	Landscape Architects	3,564	68	26	95	12	46.2%	13	50%	1	4%
60729	Real Estate	3,520	69	17	137	8	47.1%	4	24%	5	29%
50203	Department, Discount, Outlet Stores	3,504	70	54	49	39	72.2%	5	9%	10	19%
60650	Pest Control Services	3,479	71	16	145	10	62.5%	5	31%	1	6%
90029	Lotteries-Foreign	3,406	72	1	588	1	100.0%	0	0%	0	0%
10081	Insulation Contractors	3,397	73	7	258	6	85.7%	1	14%	0	0%
50017	Appliances-Major-Parts & Supplies	3,374	74	24	104	12	50.0%	11	46%	1	4%
60102	Automobile Renting & Leasing	3,261	75	76	34	53	69.7%	20	26%	3	4%
10100	Patio, Porch & Deck Enclosures	3,256	76	31	87	19	61.3%	10	32%	2	6%
00219	Tree Service	3,256	77	26	96	12	46.2%	11	42%	3	12%
50659	Tire Dealers	3,247	78	42	66	25	59.5%	15	36%	2	5%
20061	Real Estate Developers	3,243	79	6	279	5	83.3%	1	17%	0	0%
30038	Bathtubs & Sinks-Repair & Refinish	3,229	80	23	108	7	30.4%	13	57%	3	13%
60010	Advertising Agencies & Counselors	3,211	81	80	30	43	53.8%	36	45%	1	1%
50411	Mail Order & Catalog Shopping	3,199	82	92	25	55	59.8%	34	37%	3	3%
60004	Accountants	3,195	83	8	234	1	12.5%	2	25%	2	25%
10151	Swimming Pool Contractors, Dealers, Design	3,176	84	38	73	30	78.9%	8	21%	0	0%
20085	Financial Services	3,161	85	12	175	9	75.0%	2	17%	1	8%
60779	Schools-Academic-Colleges & Universities.	3,150	86	16	146	14	87.5%	1	6%	1	6%
50043	Automobile Parts & Supplies-New	3,086	87	93	23	52	55.9%	34	37%	7	8%
61004	Timeshare Campground/Resort Companies	3,081	88	52	51	21	40.4%	26	50%	5	10%
20045	Investment Advisory Service	2,903	89	3	401	2	66.7%	1	33%	0	0%
70542	Delivery Service	2,881	90	47	60	35	74.5%	7	15%	5	11%
50308	General Merchandise-Retail	2,879	91	61	43	29	47.5%	26	43%	6	10%
80010	Advertising Specialties	2,845	92	18	129	9	50.0%	6	33%	3	17%
30544	Publishers-Directory & Guide	2,839	93	72	35	63	87.5%	6	8%	3	4%
10073	Gutters & Downspouts	2,801	94	9	220	7	77.8%	1	11%	1	11%
70618	Telephone Communications	2,793	95	50	55	35	70.0%	9	18%	6	12%
60790	Security Systems Consultants	2,761	96	46	61	46	100.0%	0	0%	0	0%

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90034	Vacation Certificates & Vouchers	2,703	97	36	74	9	25.0%	27	75%	0	0%
60326	Employment Agencies	2,699	98	4	348	0	0.0%	3	75%	1	25%
50273	Floor Materials	2,664	99	12	176	9	75.0%	2	17%	1	8%
50175	Computers-Supplies & Parts	2,632	100	28	93	18	64.3%	7	25%	3	11%
50221	Doors	2,614	101	34	81	23	67.6%	8	24%	3	9%
90018	Advance Fee Brokers	2,539	102	20	120	2	10.0%	10	50%	8	40%
20080	Insurance Services	2,507	103	18	130	15	83.3%	2	11%	1	6%
60214	Cleaners	2,503	104	86	27	45	52.3%	36	42%	5	6%
90033	Travel Clubs	2,430	105	42	67	31	73.8%	10	24%	1	2%
70619	Telephone Companies	2,375	106	161	11	135	83.9%	12	7%	14	9%
60167	Burglar Alarms & Monitoring	2,347	107	15	152	6	40.0%	9	60%	0	0%
50603	Spas & Hot Tubs-Service & Repair	2,342	108	4	349	2	50.0%	2	50%	0	0%
10171	Waterproofing Contractors	2,320	109	10	205	9	90.0%	1	10%	0	0%
10046	Dry Wall Contractors	2,316	110	4	350	1	25.0%	2	50%	1	25%
60980	Internet Web Design	2,314	111	49	57	33	67.3%	15	31%	1	2%
60476	Investigators	2,297	112	4	351	1	25.0%	3	75%	0	0%
60746	Relocation Service	2,254	113	29	90	19	65.5%	10	34%	0	0%
20008	Credit Cards & Plans	2,249	114	54	50	50	92.6%	2	4%	2	4%
60201	Chimney Cleaning	2,238	115	9	221	5	55.6%	1	11%	3	33%
70554	Gas Co	2,209	116	67	37	60	89.6%	4	6%	3	4%
60266	Credit & Debt Counseling	2,206	117	7	259	5	71.4%	2	29%	0	0%
50695	Vacuum Cleaners-Service & Repair	2,152	118	16	147	7	43.8%	7	44%	2	13%
20049	Consumer Finance & Loan Co.	2,134	119	21	116	18	85.7%	1	5%	2	10%
50032	Automobile & Truck Brokers	2,131	120	71	36	38	53.5%	30	42%	3	4%
50694	Vacuum Cleaners-Household-Dealers	2,099	121	39	71	26	66.7%	8	21%	5	13%
60170	Business & Trade Organizations	2,026	122	5	307	4	80.0%	1	20%	0	0%
10187	Overhead Garage Doors	2,021	123	12	177	10	83.3%	2	17%	0	0%
50586	Siding Materials	1,942	124	11	192	10	90.9%	1	9%	0	0%
60915	Upholsterers	1,910	125	30	88	22	73.3%	8	27%	0	0%
60282	Dating Service	1,891	126	51	53	35	68.6%	16	31%	0	0%
50105	Bridal Shops	1,839	127	18	131	13	72.2%	5	28%	0	0%
50110	Building Materials	1,823	128	23	109	17	73.9%	1	4%	5	22%

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50120	Cabinet Makers	1,818	129	9	222	5	55.6%	4	44%	0	0%
60447	Hotels	1,810	130	66	38	39	59.1%	17	26%	10	15%
70610	Storage Units-Household & Commercial	1,805	131	23	110	6	26.1%	17	74%	0	0%
60657	Photographers-Commercial	1,797	132	17	138	6	35.3%	9	53%	2	12%
60979	Internet Marketing Services	1,794	133	26	97	11	42.3%	9	35%	6	23%
60441	Home Health Services	1,787	134	7	260	3	42.9%	1	14%	3	43%
50535	Recreational Vehicles-Dealers	1,784	135	32	86	26	81.3%	4	13%	2	6%
50373	Kitchen Cabinets & Equipment-Household	1,782	136	24	105	10	41.7%	14	58%	0	0%
60528	Maids' & Butlers' Service	1,764	137	5	308	3	60.0%	2	40%	0	0%
10003	Air Conditioning Contractors & Systems	1,753	138	11	193	6	54.5%	4	36%	1	9%
50275	Florists-Retail	1,752	139	35	77	21	60.0%	13	37%	1	3%
60246	Computers-Sys Designers & Consult	1,751	140	17	139	9	52.9%	8	47%	0	0%
10089	Mason Contractors	1,750	141	2	471	2	100.0%	0	0%	0	0%
60537	Market Research & Analysis	1,746	142	1	589	1	100.0%	0	0%	0	0%
30251	Furniture Designers & Custom Builders	1,739	143	36	75	19	52.8%	15	42%	2	6%
60777	Scholarships & Financial Aid	1,722	144	11	194	11	100.0%	0	0%	0	0%
60466	Information Bureaus	1,713	145	6	280	5	83.3%	1	17%	0	0%
50322	Grocers-Retail	1,711	146	15	153	6	40.0%	6	40%	3	20%
60367	Fire & Water Damage Restoration	1,693	147	9	223	7	77.8%	2	22%	0	0%
20047	Loans	1,665	149	14	159	7	50.0%	4	29%	3	21%
20029	Insurance-Life	1,664	150	4	352	3	75.0%	1	25%	0	0%
60457	Immigration & Naturalization Consultants	1,606	151	34	82	27	79.4%	3	9%	4	12%
60522	Locks & Locksmiths	1,565	152	3	402	2	66.7%	1	33%	0	0%
60321	Electric Equipment-Service & Repair	1,550	153	64	41	54	84.4%	8	13%	2	3%
60388	Fur Cleaning & Dyeing-Retail	1,518	154	3	403	2	66.7%	1	33%	0	0%
60075	Lawyers	1,483	155	7	261	3	42.9%	0	0%	1	14%
60990	Automobile Repair - Windshield, Glass Shops	1,477	156	13	164	10	76.9%	1	8%	2	15%
70626	Tours-Operators & Promoters	1,469	158	12	178	6	50.0%	4	33%	2	17%
60538	Marketing Consultants	1,469	157	5	309	1	20.0%	4	80%	0	0%
60876	Theatrical Agencies	1,465	159	3	404	3	100.0%	0	0%	0	0%
30784	Manufacturers & Producers	1,464	160	29	91	18	62.1%	9	31%	2	7%
30543	Publishers-Book	1,463	161	12	179	5	41.7%	3	25%	4	33%

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60310	Driving Proficiency Test Service	1,441	162	3	405	2	66.7%	1	33%	0	0%
50310	Gift Shops	1,415	163	13	165	4	30.8%	6	46%	3	23%
60245	Computers-Service & Repair	1,403	164	42	68	29	69.0%	12	29%	1	2%
50722	Water Soft & Conditioning Equip., Svc.& Supplies	1,399	166	25	102	21	84.0%	2	8%	2	8%
70623	Television-Cable, CATV & Satellite	1,394	167	35	78	33	94.3%	2	6%	0	0%
60343	Engines-Rebuild & Exchange	1,393	168	10	206	8	80.0%	2	20%	0	0%
61090	Soliciting Organizations - Gen. Member/Lobby	1,390	169	12	180	12	100.0%	0	0%	0	0%
60312	Duct Cleaning	1,389	170	12	181	7	58.3%	5	42%	0	0%
50337	Hearing Aids & Assistive Devices	1,371	171	6	281	6	100.0%	0	0%	0	0%
60182	Career & Outplacement Counseling	1,359	172	10	207	6	60.0%	4	40%	0	0%
20005	Check Cashing Service	1,342	173	8	235	7	87.5%	1	13%	0	0%
60319	Educational Consultants	1,342	174	1	590	0	0.0%	1	100%	0	0%
60088	Auctioneers	1,333	175	15	154	11	73.3%	4	27%	0	0%
60916	Vacation Time Share	1,332	176	16	148	15	93.8%	0	0%	1	6%
60096	Automobile Detailing	1,331	177	9	224	5	55.6%	4	44%	0	0%
60987	Business Services (General)	1,328	178	9	225	5	55.6%	3	33%	1	11%
30024	Automobile Manufacturers & Distributors	1,327	179	7	262	3	42.9%	1	14%	3	43%
50701	Vending Machines	1,321	180	4	353	1	25.0%	1	25%	2	50%
60495	Language Schools	1,316	181	13	166	6	46.2%	6	46%	1	8%
50260	Fireplaces	1,311	182	11	195	8	72.7%	2	18%	1	9%
60218	Clinics	1,299	183	3	406	2	66.7%	0	0%	1	33%
60155	Bookkeeping Service	1,295	184	11	196	5	45.5%	3	27%	3	27%
60404	Glass-Auto, Plate, Window, Etc.	1,290	185	13	167	8	61.5%	3	23%	2	15%
60789	Security Guard & Patrol Service	1,288	186	1	591	1	100.0%	0	0%	0	0%
60013	Advertising-Direct Mail	1,284	187	66	39	28	42.4%	25	38%	13	20%
10043	Drainage Contractors	1,260	188	8	236	5	62.5%	3	38%	0	0%
50651	Television & Radio-Dealers	1,254	189	23	111	16	69.6%	6	26%	1	4%
60242	Computers-Networks	1,239	190	2	472	2	100.0%	0	0%	0	0%
70597	Satellite Equipment & Supplies	1,238	191	93	24	70	75.3%	20	22%	3	3%
60158	Brake Service	1,227	192	13	168	9	69.2%	2	15%	2	15%
20041	Insurance Consultants	1,221	193	5	310	5	100.0%	0	0%	0	0%
10114	Plumbing Drains & Sewer Cleaning	1,214	194	10	208	8	80.0%	2	20%	0	0%

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60386	Fund Raising Counselors & Orgs	1,191	196	3	407	3	100.0%	0	0%	0	0%
30531	Printers	1,187	198	8	237	3	37.5%	4	50%	1	13%
60334	Engineers-General	1,187	197	2	473	1	50.0%	1	50%	0	0%
60301	Disc Jockeys	1,186	199	25	103	6	24.0%	17	68%	2	8%
10149	Stucco & Exterior Coating Contractors	1,185	200	6	282	2	33.3%	4	67%	0	0%
90021	Charity - Local	1,167	201	2	474	2	100.0%	0	0%	0	0%
50138	Caterers	1,165	202	5	311	5	100.0%	0	0%	0	0%
10159	Tile-Ceramic-Contractors & Dealers	1,160	203	12	182	5	41.7%	7	58%	0	0%
50740	Women's Apparel-Retail	1,158	204	19	123	8	42.1%	10	53%	1	5%
10067	Glass-Stained & Leaded	1,139	205	12	183	2	16.7%	10	83%	0	0%
60470	Interior Decorators & Designers	1,136	206	7	263	2	28.6%	4	57%	1	14%
50608	Sporting Goods-Retail	1,135	207	19	124	9	47.4%	6	32%	4	21%
50602	Spas & Hot Tubs - Dealers	1,130	208	12	184	7	58.3%	5	42%	0	0%
70605	Snow Removal Service	1,128	209	17	140	10	58.8%	7	41%	0	0%
80385	Hospital & Medical Equipment & Supplies	1,124	210	8	238	3	37.5%	5	63%	0	0%
80013	Air Cleaning & Purifying Equipment	1,121	211	16	149	14	87.5%	2	13%	0	0%
30253	Furniture Manufacturers	1,117	212	34	83	23	67.6%	11	32%	0	0%
61057	Job Listing Services - Overseas	1,110	213	2	475	1	50.0%	1	50%	0	0%
60044	Appliances-Small-Service & Repair	1,109	214	11	197	6	54.5%	5	45%	0	0%
50067	Bedding	1,093	215	26	98	14	53.8%	10	38%	2	8%
50224	Draperies & Curtains-Retail/Custom	1,093	216	12	185	10	83.3%	1	8%	1	8%
70511	Airlines	1,092	217	22	115	17	77.3%	3	14%	2	9%
80378	Heating Equipment	1,083	218	3	408	2	66.7%	1	33%	0	0%
90031	Charity - National	1,066	219	7	264	5	71.4%	0	0%	2	29%
10042	Doors-Repair	1,041	220	5	312	4	80.0%	1	20%	0	0%
60946	Weight Control Services	1,034	221	12	186	8	66.7%	0	0%	4	33%
60954	Window Cleaning	1,034	222	5	313	4	80.0%	0	0%	1	20%
60327	Employment Contractors-Temporary Help	1,032	223	4	354	3	75.0%	1	25%	0	0%
20009	Credit Unions	1,025	224	6	283	5	83.3%	0	0%	1	17%
60635	Paralegals	1,006	225	10	209	7	70.0%	3	30%	0	0%
50468	Optical Goods-Service & Repair	998	226	10	210	8	80.0%	2	20%	0	0%
50647	Telephone Equipment & Systems Dealers	996	227	12	187	11	91.7%	1	8%	0	0%

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60268	Credit Reporting Agencies	991	228	3	409	2	66.7%	1	33%	0	0%
60930	Video Tapes & Discs Sales & Rentals	990	229	45	62	34	75.6%	9	20%	2	4%
10026	Chimney Builders & Repair	988	230	7	265	5	71.4%	1	14%	1	14%
50277	Food Plans	975	231	7	266	4	57.1%	1	14%	2	29%
10061	Foundation Contractors	974	232	7	267	5	71.4%	2	29%	0	0%
60262	Copy & Duplicating Service	972	233	12	188	8	66.7%	2	17%	2	17%
60640	Parking Facilities	970	234	65	40	45	69.2%	13	20%	7	11%
60344	Entertainers	968	235	15	155	4	26.7%	5	33%	6	40%
30785	Wholesalers & Distributors	963	236	2	476	0	0.0%	2	100%	0	0%
50599	Sound Systems & Equipment	958	237	6	284	4	66.7%	2	33%	0	0%
60199	Child Care Centers	945	238	4	355	3	75.0%	1	25%	0	0%
60330	Employment Training	934	239	3	410	0	0.0%	3	100%	0	0%
60385	Fulfillment Services	934	240	1	592	1	100.0%	0	0%	0	0%
30614	Signs	910	241	1	593	0	0.0%	1	100%	0	0%
61080	Book/Record/Tape Club	902	242	34	84	24	70.6%	8	24%	2	6%
10050	Excavating Contractors	900	243	8	239	3	37.5%	4	50%	1	13%
50372	Kitchen Accessories	894	245	4	356	3	75.0%	1	25%	0	0%
50069	Beds-Retail	880	246	5	314	4	80.0%	1	20%	0	0%
50464	Oils-Fuel	879	247	11	198	6	54.5%	4	36%	1	9%
50440	Motorcycles-Dealers	870	248	11	199	9	81.8%	1	9%	1	9%
60112	Automobile Warranty Processing Service	868	249	23	112	17	73.9%	6	26%	0	0%
60307	Drapery & Curtain Cleaners	865	250	3	411	2	66.7%	0	0%	1	33%
61016	Personal Services	864	251	5	315	1	20.0%	3	60%	1	20%
50281	Frozen Foods-Retail	855	252	1	594	0	0.0%	1	100%	0	0%
50447	Musical Instruments-Dealers	853	254	4	357	4	100.0%	0	0%	0	0%
50278	Foods-Carry Out	852	255	15	156	5	33.3%	5	33%	5	33%
10062	Garage Builders	850	256	5	316	4	80.0%	0	0%	1	20%
60248	Computers-Training	847	257	3	412	3	100.0%	0	0%	0	0%
90020	Sweepstakes	839	258	4	358	2	50.0%	2	50%	0	0%
60971	Health & Medical (General)	833	259	8	240	5	62.5%	1	13%	2	25%
60684	Physicians & Surgeons-Plastic & Reconst.Surgery	825	260	1	595	0	0.0%	1	100%	0	0%
30418	Newspapers	819	262	29	92	27	93.1%	1	3%	1	3%

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80812	Industrial Manufacturers	819	261	7	268	5	71.4%	2	29%	0	0%
50567	Service Stations-Gasoline & Oil	806	263	11	200	8	72.7%	3	27%	0	0%
50191	Counter Tops	800	264	18	132	6	33.3%	10	56%	2	11%
60289	Dentists	790	265	8	241	2	25.0%	2	25%	4	50%
60309	Driving Instruction	789	266	11	201	8	72.7%	3	27%	0	0%
61000	Real Estate Services	784	267	6	285	3	50.0%	2	33%	1	17%
10139	Skylights	781	268	6	286	2	33.3%	4	67%	0	0%
60857	Tax Return Preparation	780	270	23	113	12	52.2%	11	48%	0	0%
60853	Tanning Salons	780	269	6	287	3	50.0%	2	33%	1	17%
60891	Towing-Automotive	774	271	21	117	8	38.1%	9	43%	4	19%
00153	Kennels & Pet Boarding	767	272	9	226	6	66.7%	3	33%	0	0%
60541	Martial Arts	764	273	5	317	4	80.0%	1	20%	0	0%
50486	Pet Supplies & Foods-Retail	760	274	4	359	3	75.0%	0	0%	1	25%
60531	Mailing Services	759	275	18	133	9	50.0%	4	22%	5	28%
60165	Building Inspection	758	276	1	596	1	100.0%	0	0%	0	0%
60594	Mufflers & Exhaust Systems	755	277	13	169	12	92.3%	1	8%	0	0%
60604	Nanny Service	748	278	2	477	2	100.0%	0	0%	0	0%
50236	Electric Equipment & Supplies-Retail	746	279	8	242	2	25.0%	4	50%	2	25%
60747	Rental Service Stores & Yards	744	280	7	269	5	71.4%	2	29%	0	0%
60421	Hair Replacement	732	281	5	318	2	40.0%	3	60%	0	0%
61047	Product Sales - General	730	283	15	157	9	60.0%	4	27%	2	13%
80697	Stone Setting	725	285	17	141	14	82.4%	3	18%	0	0%
60767	Automobile Service - Rustproof & Undercoat	725	284	2	478	2	100.0%	0	0%	0	0%
80024	Aluminum Products	720	286	7	270	2	28.6%	4	57%	1	14%
61074	Office Supplies by Telemarketing	719	288	45	63	19	42.2%	18	40%	8	18%
20014	Foreign Exchange Brokers	719	287	3	413	1	33.3%	1	33%	1	33%
50114	Buildings-Pre-Cut, Prefab & Modular -Dealers	711	290	6	288	5	83.3%	0	0%	1	17%
70512	Airlines-Ticket Agencies	705	291	8	243	8	100.0%	0	0%	0	0%
50189	Cosmetics & Perfumes-Retail	702	292	1	597	0	0.0%	1	100%	0	0%
50703	Venetian Blinds-Dealers	696	293	10	211	2	20.0%	8	80%	0	0%
60394	Furniture Repair & Refinish	694	294	4	360	3	75.0%	1	25%	0	0%
50489	Photographic Equipment & Supplies-Retail	687	295	13	170	7	53.8%	5	38%	1	8%

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80509	Office Furniture & Equipment-Dealers	680	296	12	189	8	66.7%	4	33%	0	0%
30790	Food Manufacturers, Wholesalers, Dist.	678	297	2	479	1	50.0%	1	50%	0	0%
50508	Plumbing Fixtures, Parts, Supplies-Retail	674	298	3	414	2	66.7%	1	33%	0	0%
80779	Water Filtration & Purification Equipment	670	300	6	289	6	100.0%	0	0%	0	0%
60125	Barbers	669	301	16	150	8	50.0%	4	25%	4	25%
60027	Air Conditioning Repair	668	302	2	480	2	100.0%	0	0%	0	0%
60984	Professional Services (General)	663	303	7	271	5	71.4%	1	14%	1	14%
20084	Insurance-Viatical/Living Trust, Life	655	304	2	481	2	100.0%	0	0%	0	0%
60523	Lubricating Service-Automotive	654	305	17	142	13	76.5%	3	18%	1	6%
60724	Radiators-Automotive	653	306	6	290	4	66.7%	2	33%	0	0%
70544	Electric Companies	651	307	14	160	12	85.7%	0	0%	2	14%
60100	Automobile Inspection Stations	650	308	7	272	5	71.4%	1	14%	1	14%
60653	Photo Finishing-Retail	647	310	11	202	6	54.5%	5	45%	0	0%
60439	Home Design & Planning	647	309	1	598	1	100.0%	0	0%	0	0%
60323	Electronic Equipment & Suppliers-Service/Repair	645	311	18	134	13	72.2%	5	28%	0	0%
60539	Marketing Programs & Services	641	312	5	319	5	100.0%	0	0%	0	0%
10155	Telephone & Television Cable Contractors	634	313	6	291	5	83.3%	1	17%	0	0%
50121	Cabinets	626	315	2	482	1	50.0%	1	50%	0	0%
70572	Moving Services-Labor & Materials	625	316	10	212	3	30.0%	6	60%	1	10%
60413	Graphic Designers	622	317	1	599	1	100.0%	0	0%	0	0%
70615	Taxicabs	621	318	10	213	3	30.0%	7	70%	0	0%
10019	Carpenters	615	319	8	244	3	37.5%	5	63%	0	0%
00107	Animal Hospitals	606	321	2	483	1	50.0%	0	0%	1	50%
60858	Taxes-Consultants & Representatives	605	322	3	415	2	66.7%	1	33%	0	0%
60928	Video Production Services	603	323	6	292	1	16.7%	5	83%	0	0%
50645	Telecommunications Equipment/Disabled	599	324	2	484	1	50.0%	1	50%	0	0%
60994	Automobile Service - Sound Systems	591	326	4	361	2	50.0%	1	25%	1	25%
80515	Office Supplies	590	327	17	143	8	47.1%	7	41%	2	12%
50244	Exercise Equipment	580	328	3	416	2	66.7%	1	33%	0	0%
60060	Art Galleries, Dealers & Consultants	573	329	8	245	6	75.0%	2	25%	0	0%
80811	Commercial Products Manufacturers	565	330	7	273	4	57.1%	3	43%	0	0%
60251	Condominiums	560	331	1	600	0	0.0%	1	100%	0	0%

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60180	Car Wash & Polish	555	332	5	320	3	60.0%	2	40%	0	0%
50085	Books-New	540	333	26	99	9	34.6%	13	50%	4	15%
50184	Contact Lenses	537	334	13	171	8	61.5%	2	15%	3	23%
80177	Cleaning Systems Press, Chemical, Etc.	534	335	1	601	1	100.0%	0	0%	0	0%
50060	Bathroom Accessories	532	336	3	417	0	0.0%	2	67%	1	33%
20015	Franchising	531	337	3	418	2	66.7%	0	0%	1	33%
50076	Billiard Equipment & Supplies	528	338	2	485	2	100.0%	0	0%	0	0%
50476	Paint-Retail	528	339	1	602	1	100.0%	0	0%	0	0%
50750	Transportation Services	527	340	3	419	2	66.7%	1	33%	0	0%
60977	Charity-Advertising for Publications	526	341	1	603	1	100.0%	0	0%	0	0%
60981	Job Listing & Advisory Services	523	342	13	172	0	0.0%	11	85%	2	15%
60811	Skin Care	521	343	5	321	1	20.0%	4	80%	0	0%
50333	Hardware-Retail	520	344	11	203	9	81.8%	0	0%	2	18%
80764	Vacuum Cleaning Systems	520	345	2	486	1	50.0%	1	50%	0	0%
70646	Water-Bottled & Bulk	518	346	10	214	7	70.0%	2	20%	1	10%
80404	Irrigation Systems & Equipment	516	347	6	293	3	50.0%	3	50%	0	0%
60649	Personnel Consultants	508	349	2	487	2	100.0%	0	0%	0	0%
60752	Resorts	502	350	52	52	34	65.4%	11	21%	7	13%
10053	Fire Alarm Systems	498	351	1	604	1	100.0%	0	0%	0	0%
50559	Screens-Door & Window	493	352	2	488	2	100.0%	0	0%	0	0%
50014	Antiques-Dealers	484	354	10	215	5	50.0%	4	40%	1	10%
50469	Opticians	481	356	10	216	8	80.0%	2	20%	0	0%
80075	Beauty Supplies & Equipment	481	355	6	294	0	0.0%	3	50%	3	50%
30311	Jewelry Manufacturers	473	357	2	489	2	100.0%	0	0%	0	0%
80047	Automobile Wrecking Service	470	358	8	246	2	25.0%	6	75%	0	0%
61008	Occupational Health-Nursing Services	468	359	2	490	2	100.0%	0	0%	0	0%
50485	Pet Shops	466	360	14	161	7	50.0%	7	50%	0	0%
60945	Wedding Consultants	466	361	5	322	3	60.0%	1	20%	1	20%
60867	Television & Radio-Service & Repair	464	362	4	362	3	75.0%	1	25%	0	0%
60863	Telemarketing Services	459	363	4	363	4	100.0%	0	0%	0	0%
50536	Recreational Vehicles-Equip., Parts, Supplies	456	365	6	295	4	66.7%	2	33%	0	0%
60658	Photographers-Portrait	452	367	13	173	11	84.6%	2	15%	0	0%

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00222	Veterinarians	452	368	4	364	1	25.0%	2	50%	1	25%
30760	Woodworking	449	369	6	296	3	50.0%	1	17%	2	33%
50408	Magazines-Subscription Agents	446	370	2	491	2	100.0%	0	0%	0	0%
50582	Shoes-Retail	443	373	14	162	8	57.1%	5	36%	1	7%
60332	Energy Management & Conservation Const	443	372	7	274	7	100.0%	0	0%	0	0%
50047	Awnings & Canopies	441	374	4	365	4	100.0%	0	0%	0	0%
50681	Trophies	441	375	3	420	2	66.7%	1	33%	0	0%
50534	Records & Tapes & Discs-Retail	440	376	20	121	10	50.0%	9	45%	1	5%
10090	Mechanical Contractors	435	377	1	605	1	100.0%	0	0%	0	0%
80320	Food Products	429	378	1	606	0	0.0%	1	100%	0	0%
50052	Bakers-Retail	428	379	5	323	3	60.0%	1	20%	1	20%
60854	Tattooing	428	380	1	607	0	0.0%	0	0%	1	100%
50227	Drapery Installation Service	426	381	2	492	1	50.0%	1	50%	0	0%
70590	Recycling Centers	425	382	4	366	0	0.0%	4	100%	0	0%
60956	Windows-Repairing	424	383	3	421	2	66.7%	1	33%	0	0%
80668	Solar Energy Equipment & Systems Dealers	423	384	2	493	2	100.0%	0	0%	0	0%
50258	Fireplace Equipment-Retail	422	385	2	494	2	100.0%	0	0%	0	0%
60912	Tutoring	421	386	2	495	0	0.0%	2	100%	0	0%
50159	Clothes-Consignment & Resale	415	387	19	125	11	57.9%	3	16%	5	26%
50436	Monuments	413	388	2	496	1	50.0%	1	50%	0	0%
20021	Insurance-Auto	412	389	8	247	8	100.0%	0	0%	0	0%
70551	Freight Forwarding	407	391	9	227	5	55.6%	3	33%	1	11%
50342	Home Centers	407	393	8	248	7	87.5%	1	13%	0	0%
50074	Bicycle-Dealers	407	390	6	297	5	83.3%	1	17%	0	0%
50298	Garden & Lawn Equipment & Supplies	405	394	1	608	1	100.0%	0	0%	0	0%
60533	Management Consultants	402	395	1	609	1	100.0%	0	0%	0	0%
60135	Beauty Schools	400	397	4	367	3	75.0%	1	25%	0	0%
50421	Meat-Retail	395	400	5	324	3	60.0%	2	40%	0	0%
80674	Spas & Hot Tubs-Rental-Wholesale, Mfg..	392	401	1	610	1	100.0%	0	0%	0	0%
80398	Industrial Equipment & Supplies	388	402	1	611	0	0.0%	0	0%	1	100%
50483	Pawnbrokers	386	403	5	325	4	80.0%	1	20%	0	0%
60573	Motels	385	404	30	89	17	56.7%	13	43%	0	0%

Canadian Better Business Bureaus 2004 Ranked by Report Requests

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50407	Magazines-Distributors	381	405	24	106	16	66.7%	8	33%	0	0%
50398	Linoleum Dealers	376	406	4	368	2	50.0%	2	50%	0	0%
30545	Publishers-Periodical	376	407	1	612	0	0.0%	1	100%	0	0%
60845	Surveyors-Land	372	408	2	497	1	50.0%	0	0%	1	50%
50782	Garden & Lawn Sprinkler Systems	371	409	5	326	3	60.0%	0	0%	2	40%
20079	Credit Services	370	410	10	217	4	40.0%	6	60%	0	0%
60910	Truck Repair & Service	370	413	6	298	5	83.3%	1	17%	0	0%
60748	Rental Vacancy Listing Service	370	412	5	327	4	80.0%	1	20%	0	0%
60346	Environmental & Ecological Services	370	411	1	613	1	100.0%	0	0%	0	0%
61083	Magazine Sales by Mail	367	414	19	126	14	73.7%	1	5%	4	21%
30604	Sheet Metal Work	367	415	3	422	2	66.7%	1	33%	0	0%
50061	Baths-Equipment & Supplies	365	416	1	614	0	0.0%	1	100%	0	0%
60730	Real Estate Appraisers	361	417	1	615	0	0.0%	0	0%	1	100%
50422	Men's Clothing & Furnishings-Retail	360	418	3	423	2	66.7%	1	33%	0	0%
60644	Patent Agents	351	420	2	498	2	100.0%	0	0%	0	0%
60740	Recreational Vehicles-Repair & Service	348	421	8	249	7	87.5%	1	13%	0	0%
60757	Resume Service	347	422	10	218	1	10.0%	9	90%	0	0%
50627	Survival Products & Supplies	347	423	3	424	2	66.7%	1	33%	0	0%
60558	Manufacturers Agents & Representatives	342	424	8	250	8	100.0%	0	0%	0	0%
60353	Exercise & Physical Fitness Programs	340	426	4	369	1	25.0%	2	50%	1	25%
50723	Water Treatment Equipment, Service & Supplies	340	427	1	616	0	0.0%	1	100%	0	0%
60278	Dancing Instruction	337	428	5	328	3	60.0%	2	40%	0	0%
70592	Rubbish/Garbage Removal	336	430	5	329	2	40.0%	1	20%	2	40%
80534	Packaging Materials	332	431	5	330	5	100.0%	0	0%	0	0%
00196	Pet Grooming	332	432	5	331	1	20.0%	3	60%	1	20%
50523	Radio Communication Equipment & Systems	332	433	4	370	3	75.0%	1	25%	0	0%
50082	Boat Dealers	331	434	8	251	3	37.5%	4	50%	1	13%
50643	Taverns	331	435	2	499	0	0.0%	1	50%	1	50%
60710	Psychologists	329	436	1	617	1	100.0%	0	0%	0	0%
60970	Physicians-Specialists	328	438	1	618	1	100.0%	0	0%	0	0%
50394	Lighting Fixtures-Retail	325	440	9	228	4	44.4%	5	56%	0	0%
20013	Financing	325	439	2	500	2	100.0%	0	0%	0	0%

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60951	Wheel Alignment-Axle & Frame-Svc/Repair	322	441	1	619	1	100.0%	0	0%	0	0%
80306	Fire Protection Equipment & Supplies	321	442	1	620	1	100.0%	0	0%	0	0%
60899	Trailers-Rent & Lease	319	445	9	229	6	66.7%	3	33%	0	0%
50318	Golf Equipment & Supplies-Retail	319	443	1	621	1	100.0%	0	0%	0	0%
60920	Venetian Blinds-Repair & Cleaning	318	446	2	501	1	50.0%	1	50%	0	0%
50199	Convenience Stores	315	447	3	425	1	33.3%	1	33%	1	33%
50502	Pizza	312	449	3	426	2	66.7%	1	33%	0	0%
50027	Art Supplies	311	450	4	371	2	50.0%	1	25%	1	25%
60509	Legal Services Plans	311	451	2	502	1	50.0%	1	50%	0	0%
50086	Books-Used & Rare	308	452	2	503	0	0.0%	2	100%	0	0%
60948	Welding	305	453	2	504	0	0.0%	2	100%	0	0%
60630	Optometrists	304	454	3	427	2	66.7%	0	0%	1	33%
50730	Wedding Supplies & Services	302	455	4	372	2	50.0%	2	50%	0	0%
60016	Advertising-Newspaper	300	456	9	230	8	88.9%	1	11%	0	0%
60507	Lecture & Seminar Bureaus	300	457	3	428	2	66.7%	1	33%	0	0%
80332	Furnaces-Industrial	299	458	1	622	1	100.0%	0	0%	0	0%
60322	Electrolysis	298	459	1	623	0	0.0%	1	100%	0	0%
50149	Children's & Infants Wear-Retail	297	461	7	275	2	28.6%	5	71%	0	0%
00103	Agricultural Waste Management & Other Services	297	460	1	624	1	100.0%	0	0%	0	0%
50194	Craft Supplies	295	462	4	373	3	75.0%	1	25%	0	0%
60937	Watches-Service & Repair	293	463	9	231	8	88.9%	1	11%	0	0%
50419	Mattresses	291	464	7	276	6	85.7%	0	0%	1	14%
50071	Beer Home Brewing Equipment & Supplies	289	466	3	429	1	33.3%	1	33%	1	33%
50431	Mobile Homes-Dealers	287	467	1	625	1	100.0%	0	0%	0	0%
50671	Toys-Retail	285	469	5	332	2	40.0%	0	0%	3	60%
50176	Computers-Used	285	468	2	505	1	50.0%	1	50%	0	0%
50246	Fabric Shops	284	470	3	430	3	100.0%	0	0%	0	0%
50563	Second Hand Stores	284	471	2	506	2	100.0%	0	0%	0	0%
10169	Water Well Drilling & Service	283	476	5	333	4	80.0%	1	20%	0	0%
60098	Automobile Electric Service	283	475	4	374	3	75.0%	1	25%	0	0%
60042	Apartments	283	474	1	626	0	0.0%	0	0%	1	100%
60371	Fix-It Shops	282	477	2	507	2	100.0%	0	0%	0	0%

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50684	Truck Dealers	280	479	5	334	0	0.0%	5	100%	0	0%
90036	Lotteries-Local	279	480	3	431	0	0.0%	3	100%	0	0%
50460	Nurseries-Plants, Trees, Etc.	278	481	16	151	8	50.0%	7	44%	1	6%
60733	Real Estate Rental Service	277	483	1	627	0	0.0%	1	100%	0	0%
70583	Radio Stations & Broadcast Companies	276	484	1	628	1	100.0%	0	0%	0	0%
50018	Appliances-Small-Dealers	269	487	5	335	3	60.0%	2	40%	0	0%
70568	Messenger Service	269	488	2	508	2	100.0%	0	0%	0	0%
70624	Television Stations & Broadcast Companies	269	489	2	509	2	100.0%	0	0%	0	0%
50222	Doughnuts	264	491	3	432	3	100.0%	0	0%	0	0%
60731	Real Estate Consultants	264	492	2	510	2	100.0%	0	0%	0	0%
50720	Water Heaters-Dealers	261	494	3	433	3	100.0%	0	0%	0	0%
50304	Gas-Propane	260	495	1	629	1	100.0%	0	0%	0	0%
30111	Coatings-Protective	258	496	1	630	1	100.0%	0	0%	0	0%
60429	Health & Fitness Program Consultants	251	499	3	434	3	100.0%	0	0%	0	0%
50766	Appliances Major - Rent/Lease	249	500	8	252	8	100.0%	0	0%	0	0%
20060	Property Maintenance	248	502	2	511	2	100.0%	0	0%	0	0%
30554	Railings	248	503	2	512	2	100.0%	0	0%	0	0%
61087	Telephone Solicitation Companies	247	506	4	375	1	25.0%	1	25%	2	50%
60287	Dental Laboratories	247	505	2	513	0	0.0%	2	100%	0	0%
70575	Paging Equipment & Service	244	507	4	376	2	50.0%	2	50%	0	0%
60057	Architects	242	508	1	631	0	0.0%	0	0%	1	100%
50403	Lumber-Retail	236	512	7	277	4	57.1%	2	29%	1	14%
60454	Hypnotists	236	511	3	435	0	0.0%	3	100%	0	0%
60976	Magazine Sales Door-to-Door	235	513	6	299	4	66.7%	2	33%	0	0%
10087	Log Cabins, Homes & Buildings	233	514	2	514	0	0.0%	2	100%	0	0%
10170	Water Works Contractors	232	517	4	377	4	100.0%	0	0%	0	0%
60502	Lawyers Service Bureaus	232	515	1	632	1	NA	0	NA	0	NA
60152	Boat-Charter	231	518	5	336	1	20.0%	2	40%	2	40%
60900	Training Programs	231	519	3	436	2	66.7%	1	33%	0	0%
00223	Weed Control Service	229	522	2	515	2	100.0%	0	0%	0	0%
80408	Jewelers-Wholesale	229	521	1	633	0	0.0%	1	100%	0	0%
60985	Soliciting Organizations	226	525	5	337	4	80.0%	0	0%	1	20%

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20055	Oil Land Leases	226	524	1	634	1	100.0%	0	0%	0	0%
60095	Automobile Customizing	225	526	1	635	0	0.0%	1	100%	0	0%
80513	Office Furniture & Equipment-Used	224	527	2	516	2	100.0%	0	0%	0	0%
50724	Waterbeds-Dealers	223	528	1	636	0	0.0%	0	0%	1	100%
80043	Automobile Perform, Race & Sport Equipment	222	529	2	517	0	0.0%	2	100%	0	0%
60409	Golf Courses-Private	222	530	2	518	2	100.0%	0	0%	0	0%
80621	Sand & Gravel	220	533	1	637	1	100.0%	0	0%	0	0%
10129	Septic Tanks & Systems Contractors & Dealers	219	534	5	338	3	60.0%	0	0%	2	40%
80283	Farm Equipment	217	535	1	638	1	100.0%	0	0%	0	0%
50456	Night Clubs	216	536	2	519	1	50.0%	1	50%	0	0%
50568	Sewing Machines-Dealers	215	539	5	339	4	80.0%	1	20%	0	0%
10037	Demolition Contractors	215	537	4	378	0	0.0%	4	100%	0	0%
50034	Automobile Alarms & Security Systems	214	540	3	437	2	66.7%	1	33%	0	0%
70529	Bus Lines	214	541	3	438	2	66.7%	1	33%	0	0%
50656	Tile-Non-Ceramic-Contractors & Dealers	214	542	3	439	2	66.7%	1	33%	0	0%
50390	Leather Goods-Dealers	213	544	3	440	1	33.3%	1	33%	1	33%
80424	Landscaping Equipment & Supplies	213	543	1	639	0	0.0%	1	100%	0	0%
60253	Construction Management	212	546	1	640	1	100.0%	0	0%	0	0%
80191	Computers-Wholesale & Manufacturers	211	547	2	520	1	50.0%	1	50%	0	0%
60737	Recreation Centers	208	548	1	641	0	0.0%	1	100%	0	0%
60108	Automobile Seat Covers, Tops & Upholstery	206	549	1	642	1	100.0%	0	0%	0	0%
60782	Schools-Academic-Special Education	204	551	6	300	3	50.0%	3	50%	0	0%
30023	Asphalt	201	553	3	441	1	33.3%	1	33%	1	33%
60685	Physical Therapists	201	554	1	643	1	100.0%	0	0%	0	0%
50735	Window Shades	199	557	5	340	3	60.0%	2	40%	0	0%
60886	Tools-Rent	199	556	1	644	1	100.0%	0	0%	0	0%
60529	Mail Box Rental & Receiving	197	559	5	341	2	40.0%	3	60%	0	0%
80159	Chemicals	197	558	1	645	1	100.0%	0	0%	0	0%
80600	Refrigeration Equipment-Commercial-Sales/Service	196	562	10	219	4	40.0%	6	60%	0	0%
30405	Mobile Homes Distributors & Manufacturers	196	561	1	646	0	0.0%	1	100%	0	0%
60652	Photo Copying	195	563	1	647	1	100.0%	0	0%	0	0%
60040	Apartment Finding & Rental Service	194	565	3	442	3	100.0%	0	0%	0	0%

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60762	Road Service-Automotive	194	567	2	521	2	100.0%	0	0%	0	0%
80558	Piling	192	568	8	253	1	12.5%	7	88%	0	0%
70531	Buses-Charter & Rental	191	569	6	301	2	33.3%	3	50%	1	17%
50055	Banquet Facilities	189	571	1	648	1	100.0%	0	0%	0	0%
60356	Exporters	187	572	1	649	0	0.0%	0	0%	1	100%
80042	Automobile Parts & Supplies-Whls/Mfg	185	573	2	522	1	50.0%	1	50%	0	0%
60792	Senior Citizen's Service Organizations	185	574	1	650	1	100.0%	0	0%	0	0%
50299	Garden Centers	184	576	2	523	2	100.0%	0	0%	0	0%
60007	Acupuncturists	184	575	1	651	1	100.0%	0	0%	0	0%
60136	Bed & Breakfast	182	577	17	144	9	52.9%	5	29%	3	18%
80374	Health & Diet Food Products-Whls/Mfg.	181	581	3	443	0	0.0%	3	100%	0	0%
60714	Public Utility Consultants	181	584	2	524	2	100.0%	0	0%	0	0%
30438	Ornamental Metal Work	181	583	1	652	0	0.0%	1	100%	0	0%
00198	Pet Training	176	588	6	302	2	33.3%	4	67%	0	0%
50005	All-Terrain Vehicles	176	587	2	525	1	50.0%	1	50%	0	0%
50396	Linens-Retail	175	590	6	303	3	50.0%	1	17%	2	33%
80272	Electronic Equipment & Supplies-Whls/Mfg.	175	589	1	653	1	100.0%	0	0%	0	0%
30768	Environ., Conserv., Ecological Organizations	174	592	2	526	1	50.0%	1	50%	0	0%
61063	Travel & Moving Services	173	594	2	527	1	50.0%	1	50%	0	0%
80495	Moldings	172	596	1	654	1	100.0%	0	0%	0	0%
50151	China & Glassware-Retail	171	599	1	655	0	0.0%	0	0%	1	100%
50167	Coin Dealers, Supplies, Etc.	171	600	1	656	0	0.0%	0	0%	1	100%
60062	Art Instruction & Schools	170	601	1	657	0	0.0%	1	100%	0	0%
50211	Divers Equipment & Supplies	170	602	1	658	0	0.0%	1	100%	0	0%
30192	Elevators-Sales & Service	170	603	1	659	1	100.0%	0	0%	0	0%
60791	Self Defense	170	604	1	660	1	100.0%	0	0%	0	0%
50717	Waste Reduction, Disposal, Recycle Equipment	168	608	3	444	3	100.0%	0	0%	0	0%
50480	Party Supplies	168	606	1	661	0	0.0%	1	100%	0	0%
70548	Fax Transmission Service	166	610	5	342	3	60.0%	2	40%	0	0%
80041	Automobile Parts & Supplies-Used & Rebuilt	165	611	4	379	4	100.0%	0	0%	0	0%
30787	Marine Sales & Service	163	612	8	254	6	75.0%	2	25%	0	0%
61075	Market Survey Companies	163	613	1	662	0	0.0%	1	100%	0	0%

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60504	Leasing Service	162	616	4	380	1	25.0%	3	75%	0	0%
50388	Lawn Mowers	162	615	3	445	2	66.7%	1	33%	0	0%
30060	Brewers	162	614	2	528	1	50.0%	1	50%	0	0%
60381	Formal Wear	158	617	1	663	0	0.0%	1	100%	0	0%
50295	Games & Supplies	158	618	1	664	0	0.0%	1	100%	0	0%
50758	Grocery - Bulk Food Stores	157	619	8	255	2	25.0%	2	25%	4	50%
80819	Pipe Line, Oil & Gas Wholesaler & Distributors	157	620	1	665	0	0.0%	1	100%	0	0%
10112	Plastering Contractors	157	621	1	666	1	100.0%	0	0%	0	0%
60961	Writers-Business	156	624	2	529	2	100.0%	0	0%	0	0%
60480	Jewelry Repair	156	623	1	667	1	100.0%	0	0%	0	0%
80470	Men's Clothing & Furnishings-Whls/Mfg.	154	626	1	668	0	0.0%	1	100%	0	0%
30786	Commercial Products Wholesale & Distributor	153	628	2	530	1	50.0%	0	0%	1	50%
90010	Pyramid Companies	153	629	1	669	0	0.0%	1	100%	0	0%
50634	Tailors	152	633	2	531	1	50.0%	1	50%	0	0%
60599	Music Instruction-Instrumental	152	632	1	670	1	100.0%	0	0%	0	0%
60893	Trade Shows, Expositions & Fairs	151	635	1	671	0	0.0%	1	100%	0	0%
50621	Stoves-Wood, Coal, Etc.	150	638	4	381	3	75.0%	1	25%	0	0%
60280	Data Processing Service	150	636	1	672	1	100.0%	0	0%	0	0%
80531	Orthopedic Appliances	149	639	2	532	1	50.0%	1	50%	0	0%
10012	Building Construction Consultants	148	642	1	673	0	0.0%	1	100%	0	0%
60882	Tire Retread & Repair	147	646	4	382	3	75.0%	1	25%	0	0%
60665	Physicians & Surgeons-Medical-M.D.	147	645	1	674	1	100.0%	0	0%	0	0%
50083	Boat Equipment & Supplies	146	647	2	533	0	0.0%	2	100%	0	0%
50495	Picture Frames-Dealers	145	649	2	534	1	50.0%	1	50%	0	0%
60780	Schools-Academic-Pre & Kindergarten	145	650	1	675	0	0.0%	0	0%	1	100%
60793	Septic Tanks & Systems Cleaning	144	652	2	535	2	100.0%	0	0%	0	0%
50653	Tents	143	654	1	676	1	100.0%	0	0%	0	0%
50677	Trailers-Repair & Service	142	656	4	383	3	75.0%	1	25%	0	0%
20016	Health Maintenance Organizations	141	659	4	384	4	100.0%	0	0%	0	0%
80148	Cash Registers & Supplies	141	658	2	536	2	100.0%	0	0%	0	0%
50045	Automobile Radios & Stereos-Sales & Repair	141	657	1	677	1	100.0%	0	0%	0	0%
50595	Snowmobiles	140	660	2	537	1	50.0%	1	50%	0	0%

Canadian Better Business Bureaus 2004 Ranked by Report Requests

TABLE II

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints Processed	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>Totals</b>	<b>1,302,026</b>		<b>16,051</b>		<b>10,033</b>	<b>62.5%</b>	<b>4,690</b>	<b>29%</b>	<b>1,322</b>	<b>8%</b>
50630	Swimwear & Accessories	140	661	1	678	0	0.0%	1	100%	0	0%
50256	Filters Air & Gas Cleaning	138	663	8	256	8	100.0%	0	0%	0	0%
50609	Sportswear-Retail	138	665	3	446	0	0.0%	2	67%	1	33%
10066	Glass Coating & Tinting	138	664	1	679	1	100.0%	0	0%	0	0%
80730	Tile-Ceramic-Manufacturers & Distributors	137	668	4	385	3	75.0%	1	25%	0	0%
00210	Sod & Sod Service	136	672	2	538	1	50.0%	1	50%	0	0%
30050	Boat Repair	133	675	4	386	1	25.0%	2	50%	1	25%
50101	Brick-Concrete, Pumice, Etc.	132	678	1	680	1	100.0%	0	0%	0	0%
61037	Cosmetic Sales by Internet	132	679	1	681	0	0.0%	1	100%	0	0%
60101	Automobile Machine Shops	130	683	2	539	1	50.0%	1	50%	0	0%
80605	Restaurant Equipment & Supplies	129	687	1	682	1	100.0%	0	0%	0	0%
10144	Steel Detailers-Structural	129	688	1	683	1	100.0%	0	0%	0	0%
60393	Furniture Rent & Lease	128	690	3	447	2	66.7%	0	0%	1	33%
60901	Translators & Interpreters	128	691	1	684	1	100.0%	0	0%	0	0%
60739	Recreational Vehicles-Rent & Lease	127	692	1	685	1	100.0%	0	0%	0	0%
50459	Novelties-Retail	125	695	2	540	2	100.0%	0	0%	0	0%
50056	Barbecue	125	694	1	686	0	0.0%	1	100%	0	0%
80425	Lasers	123	699	1	687	1	100.0%	0	0%	0	0%
61011	Medical Testing Companies	123	700	1	688	1	100.0%	0	0%	0	0%
50549	Roofing Equipment & Supplies	123	701	1	689	1	100.0%	0	0%	0	0%
90027	Credit Repair Services	122	703	2	541	1	50.0%	0	0%	1	50%
30401	Millwork	122	704	1	690	0	0.0%	1	100%	0	0%
50397	Lingerie	121	708	3	448	1	33.3%	2	67%	0	0%
60438	Holistic Practitioners	121	706	2	542	0	0.0%	0	0%	2	100%
60702	Porcelain Enamel Repair & Refinish	121	709	2	543	2	100.0%	0	0%	0	0%
60484	Labor Organizations	121	707	1	691	1	100.0%	0	0%	0	0%
60530	Mailing Lists	120	712	14	163	4	28.6%	8	57%	2	14%
00108	Animal Insemination-Artificial	120	710	4	387	1	25.0%	3	75%	0	0%
30246	Fur Business-Wholesale & Manufacturers	120	711	1	692	0	0.0%	1	100%	0	0%
50314	Glass-Beveled, Carved, Ornamental, Etc.	118	714	5	343	2	40.0%	3	60%	0	0%
90032	Coupon Book Promotions	118	713	3	449	0	0.0%	3	100%	0	0%
50569	Sewing Machines-Service & Repair	118	716	1	693	1	100.0%	0	0%	0	0%

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70635	Trucking Transportation Brokers	118	717	1	694	1	100.0%	0	0%	0	0%
20068	Stock & Bond Transfer Agents	117	718	2	544	2	100.0%	0	0%	0	0%
70519	Balloons-Manned	116	719	1	695	0	0.0%	1	100%	0	0%
30282	Gymnasiums-Equipment & Supplies	113	727	2	545	1	50.0%	1	50%	0	0%
70603	Sightseeing Tours	113	729	1	696	0	0.0%	0	0%	1	100%
50646	Telephone Answering Equipment & Systems	112	731	2	546	0	0.0%	1	50%	1	50%
50600	Souvenirs-Retail	111	732	4	388	3	75.0%	1	25%	0	0%
50326	Guns & Gunsmiths	110	733	1	697	0	0.0%	1	100%	0	0%
60519	Liquidators	109	736	1	698	1	100.0%	0	0%	0	0%
80467	Meat-Wholesale	109	737	1	699	0	0.0%	0	0%	1	100%
80468	Medical Alarms	109	738	1	700	1	100.0%	0	0%	0	0%
50687	T-Shirts	108	744	2	547	2	100.0%	0	0%	0	0%
60991	Automobile Service - Specialty Parts	107	746	1	701	1	100.0%	0	0%	0	0%
60177	Campgrounds & RV Parks	107	747	1	702	1	100.0%	0	0%	0	0%
60000	Automotive Air Conditioning	106	751	4	389	3	75.0%	0	0%	1	25%
60736	Recording Service-Sound & Video	106	752	1	703	0	0.0%	1	100%	0	0%
60864	Telephone Equipment & Systems Service & Repair	105	753	11	204	7	63.6%	2	18%	2	18%
60486	Laboratories-Medical	104	755	6	304	4	66.7%	2	33%	0	0%
30049	Boat Builders	104	754	2	548	1	50.0%	1	50%	0	0%
90030	Unclaimed Funds Retrieval Services	103	764	9	232	3	33.3%	2	22%	4	44%
60231	Communication Consultants	103	758	5	344	5	100.0%	0	0%	0	0%
50169	Collectibles	103	757	4	390	3	75.0%	0	0%	1	25%
00156	Landscape Designers	103	760	2	549	2	100.0%	0	0%	0	0%
80458	Marble-Cultured	103	761	2	550	1	50.0%	1	50%	0	0%
60592	Moving Equipment Rental	103	763	2	551	2	100.0%	0	0%	0	0%
50435	Mobile Telephone Service	103	762	1	704	1	100.0%	0	0%	0	0%
00110	Animal Shelters	101	766	4	391	3	75.0%	1	25%	0	0%
50749	Telephone Pre-paid Card Sales & Dist.	101	773	2	552	0	0.0%	1	50%	1	50%
80407	Jewelers'-Supplies	101	770	1	705	1	100.0%	0	0%	0	0%
61081	Infomercials	99	774	1	706	1	100.0%	0	0%	0	0%
50719	Watches-Dealers	97	781	2	553	1	50.0%	1	50%	0	0%
30485	Pipe	97	779	1	707	1	100.0%	0	0%	0	0%

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60966	Youth Organizations & Centers	97	782	1	708	1	100.0%	0	0%	0	0%
50793	Motor Coach Companies	94	789	3	450	3	100.0%	0	0%	0	0%
61058	Psychics	93	793	5	345	5	100.0%	0	0%	0	0%
50030	Audio-Visual Equipment-Dealers	92	796	1	709	0	0.0%	1	100%	0	0%
60634	Packaging Service	91	801	2	554	0	0.0%	2	100%	0	0%
60888	Tourists Attractions	91	802	1	710	1	100.0%	0	0%	0	0%
60880	Ticket Sales-Events	90	805	2	555	0	0.0%	0	0%	2	100%
50689	Uniforms	90	806	2	556	1	50.0%	0	0%	1	50%
50317	Gold, Silver & Platinum Dealers	90	803	1	711	1	100.0%	0	0%	0	0%
50057	Barbecue Equipment & Supplies	89	807	1	712	1	100.0%	0	0%	0	0%
80143	Carpet & Rug Cleaning Equipment& Supplies	88	809	2	557	1	50.0%	1	50%	0	0%
20018	Hospitalization, Medical & Surgical Plans	88	810	1	713	0	0.0%	1	100%	0	0%
50261	Firewood	87	815	4	392	0	0.0%	3	75%	1	25%
50430	Mirrors	84	830	2	558	2	100.0%	0	0%	0	0%
60909	Truck Rent & Lease	84	831	2	559	1	50.0%	1	50%	0	0%
50670	Topsoil	83	833	3	451	1	33.3%	2	67%	0	0%
10071	Greenhouse Builders	83	832	1	714	0	0.0%	1	100%	0	0%
50154	Cigar & Cigarette & Tobacco Dealers-Retail	82	835	1	715	1	100.0%	0	0%	0	0%
50305	Gas-Propane-Equipment & Supplies	82	840	1	716	1	100.0%	0	0%	0	0%
60370	Fishing Parties	81	843	2	560	0	0.0%	2	100%	0	0%
60874	Theaters	81	844	2	561	1	50.0%	1	50%	0	0%
60259	Convention Services & Facilities	81	842	1	717	0	0.0%	1	100%	0	0%
60210	Churches	78	854	1	718	1	100.0%	0	0%	0	0%
70566	Marinas	74	869	3	452	2	66.7%	1	33%	0	0%
60598	Music & Messaging Services	74	870	1	719	0	0.0%	0	0%	1	100%
60176	Campers-Service & Repair	73	874	1	720	1	100.0%	0	0%	0	0%
60932	Answering Services	72	876	2	562	2	100.0%	0	0%	0	0%
60716	Pumps-Service & Repair	72	881	1	721	1	100.0%	0	0%	0	0%
50048	Baby Carriages & Strollers	71	885	4	393	3	75.0%	1	25%	0	0%
60034	Alterations-Clothing	71	883	3	453	2	66.7%	1	33%	0	0%
50037	Automobile-Antique & Classic	71	884	1	722	1	100.0%	0	0%	0	0%
30296	Identification Equipment & Supplies	71	886	1	723	1	100.0%	0	0%	0	0%

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80235	Dental Equipment & Supplies	70	889	5	346	1	20.0%	4	80%	0	0%
80459	Marble-Natural	69	894	2	563	2	100.0%	0	0%	0	0%
70640	Trucking-Local Cartage	68	899	4	394	2	50.0%	1	25%	1	25%
80040	Automobile Manufacturers Equipment & Supplies	68	895	2	564	2	100.0%	0	0%	0	0%
10064	Gazebos	68	896	1	724	1	100.0%	0	0%	0	0%
50442	Motorcycles-Supplies & Parts	67	903	5	347	2	40.0%	3	60%	0	0%
70647	Water Companies-Utility	67	907	1	725	1	100.0%	0	0%	0	0%
20087	Business Promotions - General	64	917	2	565	0	0.0%	1	50%	1	50%
30237	Food Processing Equipment & Supplies	64	918	1	726	0	0.0%	1	100%	0	0%
50665	Tools-Electric	64	921	1	727	1	100.0%	0	0%	0	0%
80084	Beverages	63	922	1	728	0	0.0%	0	0%	1	100%
10022	Carpet Layers	63	924	1	729	1	100.0%	0	0%	0	0%
30202	Engines-Gas	63	926	1	730	1	100.0%	0	0%	0	0%
60603	Nail Salons	63	928	1	731	0	0.0%	1	100%	0	0%
60072	Astrologers	62	931	6	305	6	100.0%	0	0%	0	0%
50402	Luggage-Retail	62	934	1	732	1	100.0%	0	0%	0	0%
60944	Wedding Chapels & Ceremonies	62	936	1	733	1	100.0%	0	0%	0	0%
60798	Shoe Repair	61	939	3	454	2	66.7%	1	33%	0	0%
60418	Gymnasiums	60	944	2	566	2	100.0%	0	0%	0	0%
50160	Clubs	60	943	1	734	1	100.0%	0	0%	0	0%
00194	Pet Cemeteries, Crematories, Supplies	60	947	1	735	0	0.0%	0	0%	1	100%
60775	Scalp Care	59	952	1	736	1	100.0%	0	0%	0	0%
60236	Computer Software Publishers & Developers	58	954	6	306	3	50.0%	3	50%	0	0%
80512	Office Furniture & Equipment-Repair/Refinishing	58	959	1	737	0	0.0%	1	100%	0	0%
30638	Sprinklers-Automatic-Fire	58	960	1	738	1	100.0%	0	0%	0	0%
61028	Television Home Shopping	57	968	3	455	3	100.0%	0	0%	0	0%
50157	Clocks-Service & Repair	57	963	1	739	1	100.0%	0	0%	0	0%
50389	Leather Clothing-Retail	56	970	3	456	3	100.0%	0	0%	0	0%
30433	Oils-Re-refined	56	971	1	740	1	100.0%	0	0%	0	0%
60764	Rooming Houses	56	972	1	741	0	0.0%	1	100%	0	0%
10153	Swimming Pool Equipment & Supplies	54	986	3	457	3	100.0%	0	0%	0	0%
60179	Camps	54	978	2	567	1	50.0%	1	50%	0	0%

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60965	Yoga Instruction	54	988	2	568	1	50.0%	1	50%	0	0%
30581	Sausages	54	985	1	742	1	100.0%	0	0%	0	0%
50135	Carpet & Rug Pads, Linings & Accessories	53	989	1	743	1	100.0%	0	0%	0	0%
60982	Magazine Sales by Telephone	53	990	1	744	0	0.0%	1	100%	0	0%
80571	Plumbing Fixtures, Parts, Supplies-Wholesale/Mfg	53	993	1	745	1	100.0%	0	0%	0	0%
50564	Seeds & Bulbs-Retail	52	1,000	4	395	1	25.0%	3	75%	0	0%
60265	Costumes-Masquerade & Theatrical	52	996	3	458	0	0.0%	0	0%	3	100%
80478	Metal Specialties	52	998	1	746	0	0.0%	1	100%	0	0%
50231	Dressmakers	51	1,003	2	569	1	50.0%	1	50%	0	0%
50266	Fishing Tackle Dealers	51	1,004	2	570	2	100.0%	0	0%	0	0%
60127	Barter & Trade Exchanges	51	1,002	1	747	0	0.0%	0	0%	1	100%
50416	Martial Arts Supplies & Equipment	51	1,005	1	748	0	0.0%	1	100%	0	0%
60952	Wheel Chairs	50	1,011	1	749	1	100.0%	0	0%	0	0%
60704	Process Servers	49	1,015	1	750	0	0.0%	1	100%	0	0%
30319	Knives-Machine	48	1,023	1	751	1	100.0%	0	0%	0	0%
30649	Steering Systems & Equipment	48	1,024	1	752	1	100.0%	0	0%	0	0%
80045	Automobile Repair & Service-Equipment & Supplies	47	1,025	1	753	1	100.0%	0	0%	0	0%
80101	Box Manufacturers Equipment & Supplies	47	1,026	1	754	0	0.0%	1	100%	0	0%
50433	Mobile Homes-Repair & Service	47	1,033	1	755	1	100.0%	0	0%	0	0%
50475	Painters Equipment & Supplies	47	1,034	1	756	0	0.0%	1	100%	0	0%
60802	Shopping Service-Personal	47	1,037	1	757	1	100.0%	0	0%	0	0%
80316	Florists-Wholesale	45	1,043	3	459	0	0.0%	3	100%	0	0%
80670	Solar Energy Equipment & Systems Service/Repair	44	1,053	2	571	2	100.0%	0	0%	0	0%
70508	Aircraft Servicing & Maintenance	43	1,057	1	758	1	100.0%	0	0%	0	0%
50282	Fruits & Vegetables-Retail	43	1,062	1	759	0	0.0%	1	100%	0	0%
60105	Automobile Restoration	42	1,063	2	572	1	50.0%	1	50%	0	0%
60837	Storm Windows & Doors-Repair	42	1,066	1	760	0	0.0%	1	100%	0	0%
50590	Skating Equipment & Supplies	40	1,084	2	573	1	50.0%	1	50%	0	0%
50075	Bicycles-Repair	40	1,076	1	761	1	100.0%	0	0%	0	0%
50170	Comic Books	40	1,079	1	762	1	100.0%	0	0%	0	0%
60299	Diaper Service	40	1,080	1	763	0	0.0%	1	100%	0	0%

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60794	Sewing Instruction	40	1,083	1	764	0	0.0%	1	100%	0	0%
80044	Automobile Radios & Stereos-Whls/Mfg.	39	1,086	2	574	2	100.0%	0	0%	0	0%
80284	Farm Equipment-Repair & Parts	39	1,089	2	575	1	50.0%	1	50%	0	0%
50225	Drapery & Curtain Fabrics-Retail	39	1,088	1	765	1	100.0%	0	0%	0	0%
80638	Service Station Equipment	39	1,092	1	766	1	100.0%	0	0%	0	0%
60859	Taxidermists	38	1,104	4	396	1	25.0%	1	25%	2	50%
80276	Engines-Supplies, Equipment & Parts	37	1,108	3	460	2	66.7%	0	0%	1	33%
50414	Marine Electronic Equipment & Supplies	37	1,112	1	767	0	0.0%	1	100%	0	0%
60691	Picture Hanging Service	36	1,116	1	768	0	0.0%	1	100%	0	0%
80435	Lights Bulbs & Tubes	35	1,121	3	461	1	33.3%	2	67%	0	0%
60499	Lawn Mowers-Sharpen & Repair	35	1,120	2	576	1	50.0%	1	50%	0	0%
60929	Video Tape Duplication Service	35	1,129	2	577	0	0.0%	2	100%	0	0%
30498	Plastics-Fabricating, Finishing & Decor	35	1,124	1	769	0	0.0%	1	100%	0	0%
30508	Plating	35	1,125	1	770	0	0.0%	1	100%	0	0%
60252	Conference Centers	34	1,131	3	462	2	66.7%	1	33%	0	0%
60497	Laundries-Self Service	34	1,135	3	463	3	100.0%	0	0%	0	0%
10132	Sewing Contractors	34	1,138	1	771	1	100.0%	0	0%	0	0%
60953	Wigs & Hairpieces	34	1,142	1	772	1	100.0%	0	0%	0	0%
60760	Riding Academies	33	1,149	1	773	1	100.0%	0	0%	0	0%
60389	Fur Cleaning & Dyeing-Retail	32	1,152	4	397	1	25.0%	3	75%	0	0%
50021	Aquariums-Dealers	32	1,150	1	774	1	100.0%	0	0%	0	0%
60975	Magazine Sales on the Internet	30	1,170	3	464	0	0.0%	3	100%	0	0%
60955	Window Shades-Cleaning & Repair	29	1,178	1	775	0	0.0%	1	100%	0	0%
80813	Metal Salvage Yards	28	1,182	1	776	0	0.0%	1	100%	0	0%
10092	Mobile Homes-Transporting	28	1,183	1	777	0	0.0%	1	100%	0	0%
50292	Furniture-Unfinished	27	1,194	1	778	0	0.0%	1	100%	0	0%
50271	Flatware-Table	26	1,200	1	779	0	0.0%	1	100%	0	0%
10072	Greenhouses	26	1,201	1	780	1	100.0%	0	0%	0	0%
50053	Balloons-Novelty & Toy	25	1,206	2	578	2	100.0%	0	0%	0	0%
80511	Office Furniture & Equipment-Rental/Leasing	25	1,212	2	579	1	50.0%	1	50%	0	0%
50538	Refrigerators & Freezers-Dealers	25	1,215	2	580	2	100.0%	0	0%	0	0%
30707	Towers	25	1,218	1	781	0	0.0%	1	100%	0	0%

Canadian Better Business Bureaus 2004 Ranked by Report Requests

TABLE II

Code	Industry Classification	Total Reports Requested	Report Rank	Total Complaints Processed	Complaint Rank	Complaints Settled	% Complaints Settled	Complaints Not Settled	% Complaints Not Settled	Complaints Unable to Pursue	% Complaints Unable to Pursue
	<b>Totals</b>	<b>1,302,026</b>		<b>16,051</b>		<b>10,033</b>	<b>62.5%</b>	<b>4,690</b>	<b>29%</b>	<b>1,322</b>	<b>8%</b>
80095	Books-Wholesale	24	1,220	1	782	0	0.0%	1	100%	0	0%
60238	Computers-Cable & Installation	24	1,221	1	783	1	100.0%	0	0%	0	0%
60243	Computers-Rent & Lease	24	1,222	1	784	0	0.0%	0	0%	1	100%
70645	Waste Reduction, Recycle Service-Industrial	24	1,227	1	785	1	100.0%	0	0%	0	0%
50289	Furniture-Children's	23	1,229	2	581	2	100.0%	0	0%	0	0%
50751	Vehicle Sales - Manufacturing Cos.	22	1,238	8	257	7	87.5%	1	13%	0	0%
30019	Artificial Flowers & Plants-Manufacturers Supplies	22	1,232	1	786	1	100.0%	0	0%	0	0%
61032	Encyclopedia & Book Sales by Mail	21	1,242	2	582	1	50.0%	1	50%	0	0%
80238	Diamond Buyers	21	1,241	1	787	1	100.0%	0	0%	0	0%
80411	Jewelry Designers	21	1,246	1	788	1	100.0%	0	0%	0	0%
60663	Photography Schools	20	1,257	4	398	3	75.0%	1	25%	0	0%
50542	Religious Goods	19	1,268	1	789	0	0.0%	1	100%	0	0%
50081	Boat Covers, Tops & Upholstery	18	1,270	2	583	0	0.0%	1	50%	1	50%
30757	Wood Preserving	18	1,277	1	790	0	0.0%	1	100%	0	0%
60297	Detective Agencies	17	1,279	1	791	1	100.0%	0	0%	0	0%
70557	Heat Supply Companies	17	1,281	1	792	0	0.0%	0	0%	1	100%
50693	Upholstery Fabrics-Retail	17	1,289	1	793	1	100.0%	0	0%	0	0%
60938	Water Analysis	16	1,304	2	584	2	100.0%	0	0%	0	0%
30619	Silversmiths & Goldsmiths	16	1,301	1	794	1	100.0%	0	0%	0	0%
30603	Sheet Metal Equipment & Supplies	15	1,317	1	795	1	100.0%	0	0%	0	0%
30710	Transfers-Dry	14	1,335	2	585	2	100.0%	0	0%	0	0%
80061	Bank Equipment & Supplies	14	1,323	1	796	1	100.0%	0	0%	0	0%
50441	Motorcycles-Repairing & Service	14	1,329	1	797	1	100.0%	0	0%	0	0%
30425	Oil Producers	14	1,330	1	798	1	100.0%	0	0%	0	0%
60181	Carburetors	13	1,341	1	799	0	0.0%	1	100%	0	0%
50716	Washing Machines/Dryers-Dealers	13	1,355	1	800	1	100.0%	0	0%	0	0%
10152	Swimming Pool Enclosures	12	1,367	3	465	0	0.0%	1	33%	2	67%
50676	Trailers-Equipment & Parts	12	1,369	3	466	1	33.3%	1	33%	1	33%
30749	Wineries	12	1,371	1	801	0	0.0%	1	100%	0	0%
80671	Solar Energy Equipment & Systems Supplies/Parts	11	1,387	3	467	2	66.7%	0	0%	1	33%
50276	Flowers-Preserved	11	1,378	1	802	1	100.0%	0	0%	0	0%

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80506	Novelties-Wholesale & Manufacturers	11	1,383	1	803	1	100.0%	0	0%	0	0%
60043	Appliances-Major-Service & Repair	10	1,392	3	468	2	66.7%	1	33%	0	0%
60639	Parking Attendant Service	10	1,401	1	804	1	100.0%	0	0%	0	0%
60035	Alternators & Generators-Auto Repair	9	1,412	1	805	1	100.0%	0	0%	0	0%
30369	Machinery Rebuild & Repair	9	1,419	1	806	0	0.0%	1	100%	0	0%
50655	Thrift Shops	9	1,424	1	807	0	0.0%	1	100%	0	0%
50137	Catalog Showrooms	8	1,433	1	808	1	100.0%	0	0%	0	0%
50481	Party Supplies-Renting	8	1,442	1	809	0	0.0%	0	0%	1	100%
70604	Ski Tours	8	1,450	1	810	0	0.0%	1	100%	0	0%
60063	Art Organizations & Information	7	1,458	1	811	1	100.0%	0	0%	0	0%
20020	Insurance-Accident & Health	7	1,466	1	812	1	100.0%	0	0%	0	0%
50490	Photographic Equipment-Repair	7	1,475	1	813	1	100.0%	0	0%	0	0%
50650	Television & Radio Parts-Retail	7	1,479	1	814	1	100.0%	0	0%	0	0%
50736	Window Shades-Equipment & Supplies	7	1,483	1	815	0	0.0%	1	100%	0	0%
50385	Lamps & Lamp Shades-Retail	6	1,498	2	586	1	50.0%	0	0%	1	50%
80555	Picture Frames-Wholesale & Manufacturers	6	1,507	2	587	1	50.0%	1	50%	0	0%
80090	Boilers-New & Used	6	1,487	1	816	0	0.0%	1	100%	0	0%
50124	Campers-Dealers	6	1,488	1	817	0	0.0%	1	100%	0	0%
60311	Drug Abuse/Addiction-Info/Treatment	6	1,494	1	818	1	100.0%	0	0%	0	0%
60589	Motor Homes-Rent & Lease	6	1,504	1	819	0	0.0%	1	100%	0	0%
00193	Outboard Motors-Repair	6	1,506	1	820	1	100.0%	0	0%	0	0%
50539	Refrigerators & Freezers-Service/Repair	6	1,509	1	821	0	0.0%	1	100%	0	0%
60092	Audio-Visual Equipment-Service & Repair	5	1,519	1	822	1	100.0%	0	0%	0	0%
50123	Calendars	5	1,524	1	823	1	100.0%	0	0%	0	0%
80326	Fruits & Vegetables-Wholesale	4	1,579	1	824	1	100.0%	0	0%	0	0%
60964	Yacht Brokers	4	1,602	1	825	0	0.0%	1	100%	0	0%
50125	Campers-Supplies & Parts	3	1,609	1	826	0	0.0%	1	100%	0	0%
70534	Carriages-Horse	3	1,610	1	827	1	100.0%	0	0%	0	0%
80553	Physical Therapy Equipment	3	1,636	1	828	0	0.0%	1	100%	0	0%
50517	Quilting	3	1,639	1	829	1	100.0%	0	0%	0	0%
60738	Recreation Program Consultants	3	1,643	1	830	0	0.0%	1	100%	0	0%
60771	Sales Promotion Service	3	1,647	1	831	1	100.0%	0	0%	0	0%

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80583	Stones-Precious, Semi-Precious & Synthetic	3	1,650	1	832	0	0.0%	1	100%	0	0%
60931	Video Tapes & Discs-Wholesale & Manufacturers	3	1,657	1	833	1	100.0%	0	0%	0	0%
50253	Fence Posts & Fittings	2	1,682	3	469	0	0.0%	3	100%	0	0%
80144	Carpet & Rug Distributors & Manufacturers	2	1,670	1	834	0	0.0%	1	100%	0	0%
80208	Cosmetics & Toilet Preparations-Mfg/Equip/Supplies	2	1,676	1	835	0	0.0%	1	100%	0	0%
50378	Knitting Instruction	2	1,692	1	836	0	0.0%	1	100%	0	0%
30764	Air Pollution Control	1	1,731	1	837	1	100.0%	0	0%	0	0%
50064	Battery Repairing & Rebuilding	1	1,738	1	838	1	100.0%	0	0%	0	0%
50122	Cake Decorating Equipment & Supplies	1	1,744	1	839	0	0.0%	1	100%	0	0%
80152	Chairs-Orthopedic & Lift	1	1,750	1	840	1	100.0%	0	0%	0	0%
50213	Doll Clothing & Accessories	1	1,765	1	841	0	0.0%	1	100%	0	0%
80416	Kennels Equipment & Supplies	1	1,794	1	842	0	0.0%	1	100%	0	0%
50708	Video Games-Supplies & Parts	1	1,837	1	843	0	0.0%	0	0%	1	100%
80774	Waste Containers	1	1,838	1	844	1	100.0%	0	0%	0	0%
60968	Zoological Gardens	1	1,841	1	845	0	0.0%	0	0%	1	100%
99999	Not Elsewhere Classified	<b>118,855</b>		4,560		2,750	60.3%	1,325	29%	485	11%