



Better Business Bureau® Start With Trust®

Fact Sheet

BBB Mission Statement and Vision

Mission: To be the leader in advancing marketplace trust.

Vision: An ethical marketplace where buyers and sellers can trust each other.

About Your BBB

BBB is a non-profit service organization which sets and upholds high standards for fair and honest business behavior.

BBB was incorporated in Massachusetts in 1920.

Today, 128 BBBs serve communities across the U.S. and Canada, evaluating and monitoring more than 3 million local and national businesses and charities.

Your local BBB in Eastern Massachusetts, Rhode Island, Maine & Vermont employs approximately 50 individuals. Kevin J. Sanders is President & CEO. Mr. Sanders has been with BBB since 1980.

Your BBB's Activities

In 2011, the top three most inquired about types of businesses are:

- roofing contractors
- used car dealers
- general contractors

In 2010, the top three most complained about types of businesses were:

- automobile dealers
- automobile repair & service
- banks

Programs and Services

BBB provides a wide variety of programs and services for consumers and businesses including:

Business Reviews: Find Accredited Businesses in your area or check out any business that you are considering doing business with.

BBB Wise Giving Reports: Find information on both national and local charities in order to give wisely when the time is right.

Complaint and Dispute Resolution: Support for consumers and businesses when there is a difference in viewpoints.

News, Alerts, and Advisories: Find helpful tips and information on a wide variety of topics, alerts on alleged unscrupulous businesses, and advisories on industry-wide or seasonal trends.

Request a Quote: With BBB's Request a Quote page customers can request estimates and proposals from our Accredited Businesses.

Discount Coupons: Print coupons from Accredited Businesses. Coupons are visible in the business' Business Review.

BBB Speakers Bureau: Let us provide your organization or group with the necessary information to keep you safe and secure in the marketplace. Presentations can be given as a speech, classroom instruction or discussion format.

bbb.org: Any tools, tips or services offered by BBB are readily available on the web at bbb.org.



Better Business Bureau®
Start With Trust® at bbb.org



Visit the BBB Nearest You

Enter Zip/Postal Code

Remember my location

Or Visit National Sites

> [USA Site](#) > [Canada Site](#)



About BBB Accredited Businesses

- The designation of “Accredited” highlights the fact that businesses must meet and uphold BBB’s Accreditation Standards
- Accredited Businesses pledge to follow through on commitments, deliver on their promises and right any wrongs if an honest mistake is made.
- In a recent survey done on behalf of BBB, results showed that seven in 10 consumers say that they would be more likely to buy from a BBB Accredited Business.
- Benefits of Accreditation include:
 - BBB Accredited Business Certificate & Decals
 - Use of the Accredited Business Seal
 - Accredited Business Business Reviews
 - Request a Quote
 - Enhanced Business Review Features
- Accredited Businesses cover all sizes and industries ranging from privately owned gas stations to multi-million dollar international corporations.
- In 2011, 7,255 businesses in Eastern Massachusetts, Maine, Rhode Island & Vermont are Accredited.
- Currently, BBB has over 400,000 Accredited businesses in North America.

Recognitions

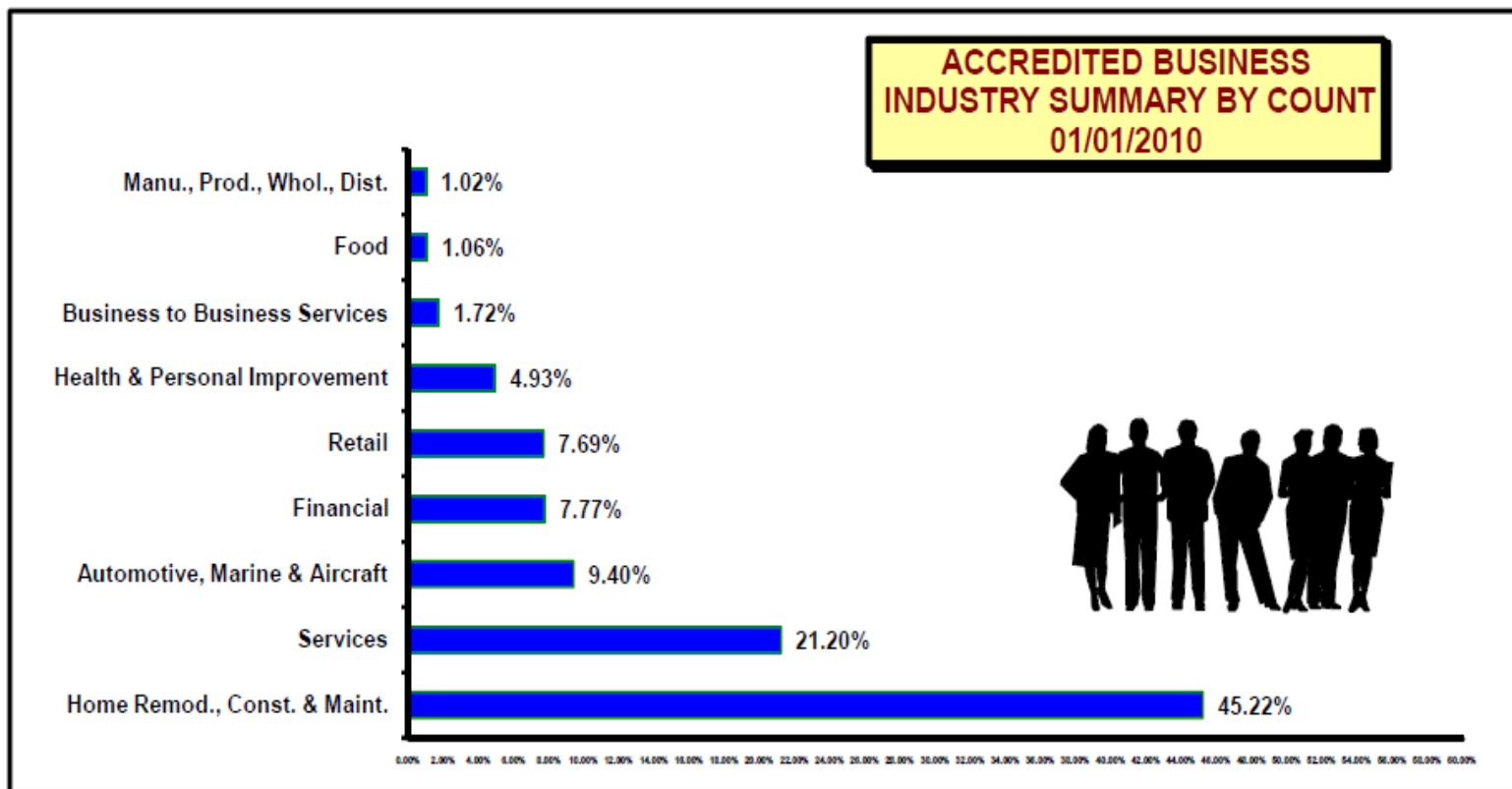
2009 - Outstanding Bureau Award from the Council of Better Business Bureaus for Public Awareness and Overall Communications.

2007 - Outstanding Bureau Award from the Council of Better Business Bureaus for Public Awareness and Overall Communications.

2006 - National Awards from the Council of Better Business Bureaus in the Public Awareness, Targeted Campaign category for the Check Out a Company campaign and in the Internet Based Programs Category for Internet Demos.

2005 - An Award of Excellence in the 2005 Associations Advance America (AAA) Awards Program, a national competition sponsored by the American Society of Association Executives (ASAE), Washington, DC. The award was won for BBB’s identity theft educational campaign, Don’t Let Bad Things Happen to Your Good Name, to increase public awareness of the marketplace problems created by identity theft.

2004 - National award from CBBB for Outstanding Investigation regarding an advance-fee loan scam, Outstanding Advertising Review of the vitamin supplement industry, Outstanding Public Awareness for the identity theft campaign, and Outstanding Internet Programs for the Member Only and non-Member sections of our web site.



Contact Your BBB:

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