



*Serving Eastern Washington, North Idaho and Montana*

**BBB Overall Complaint and Inquiry Statistics for Montana for 2009-2010**

Stats From	01/01/09-09/30/09	01/01/10-09/30/10	Difference %	Difference %
Verbal Inquiries for MT	1,183	418	-765	-64.7%
Web Inquiries for MT	34,600	54,203	19,603	56.7%
Total Inquiries for MT	35,783	54,621	18,838	52.6%
Web Inquiries for MT Accredited Businesses only	12,346 or 35.7% of total	26,484 or 48.9% of total	14,138	114.5%
Complaints Opened for MT	1,164	834	-330	-28.4%
Complaints Closed for MT	1,115	832	-283	-25.4%
Reportable Complaint Closed for MT	825	640	-185	-22.4%
Number of Arbitration Cases	0	3	3	n/a
Number of Accredited Businesses	705	582	-123	-17.4%

**Top Ten BBB Inquiries and Complaint Industries for Montana for 2009**

<u>Top Ten for Inquiries 01/01/09-09/30/09</u>	<u>Top Ten for Complaints 01/01/09-09/30/09</u>
1). Electronic Equipment Dealers – 2,174	1). Magazine-Subscription Agents – 126
2). Real Estate Companies – 2,067	2). Payday Loan Companies – 118
3). Payday Loan Companies – 1,984	3). Answering Services – 71
4). General Contractors – 1,836	4). Car Dealerships – 28
5). Timeshare Marketers – 1,369	5). Collection Agencies – 27
6). Roofers – 1,205	6). Real Estate Companies – 27
7). Web Designers – 892	7). Cell Phone Companies – 26
8). Car Service Stations – 798	8). Travel Clubs – 17
9). Financial Services – 741	9). Car Service Stations – 16
10). Magazines-Subscription Agents – 535	10). General Contractors – 15

## Top Ten BBB Inquiries and Complaint Industries for Montana for 2010

<u>Top Ten for Inquiries 01/01/10-09/30/10</u>	<u>Top Ten for Complaints 01/01/10-09/30/10</u>
1). Timeshare Marketers – 3,770	1). Magazine-Subscription Agents – 92
2). Payday Loan Companies -2,961	2). Real Estate Companies – 36
3). Roofers – 2,469	3). Collection Agencies – 28
4). General Contractors – 2,159	4). Car Dealerships – 28
5). Electronic Equipment Dealers – 2,138	5). Telephone Magazine Sales Companies – 28
6). Collection Agencies – 1,533	6). Furniture Retailers – 27
7). Legal Information Services – 1,214	7). Answering Services – 26
8). Magazine-Subscription Agents – 1,170	8). Payday Loan Companies – 24
9). Used Car Dealerships – 888	9). Internet Marketers – 18
10). Internet Service Providers – 833	10). Used Car Dealerships – 17