

Better Business Bureau® Serving Upstate South Carolina

2022 BBB® Annual Report



Phone: 864-242-5052
Website: BBB.org/upstatesc



2022 Annual Report

VISION

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

MISSION

BBB's mission is to be the leader in advancing marketplace trust.

We do this by:

- Setting standards for marketplace trust
- Encouraging and supporting best practices by engaging with and educating consumers and businesses
- Celebrating marketplace role models
- Calling out and addressing substandard marketplace behavior
- Creating a community of trustworthy businesses and charities

BBB sees trust as a function of two primary factors – integrity and performance. Integrity includes respect, ethics, intent, and working toward a diverse, inclusive and equitable marketplace. Performance speaks to a business's track record of delivering results in accordance with BBB standards and/or addressing customer concerns in a timely, satisfactory manner.

CORE VALUES

Our core values shape how we behave with our stakeholders in business and the community.

BBB is:

- Honest and fair
- Accessible and credible
- Ethical and responsible
- Unbiased and impartial
- Knowledgeable and responsive
- Respectful of individual and cultural differences



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Setting and upholding standards for marketplace trust...

Build Trust

Establish and maintain a positive track record in the marketplace.

Advertise Honestly

Adhere to established standards of advertising and selling.

Tell the Truth

Honestly represent products and services, including clear and adequate disclosure of all material items.

Be Transparent

Openly identify the nature, location, and ownership of the business, and clearly disclose all policies, guarantees, and procedures that bear on a customer's decision to buy.

Honor Promises

Abide by all written agreements and verbal representations.

Be Responsive

Address marketplace disputes quickly, professionally, and in good faith.

Safeguard Privacy

Protect any data collected against mishandling and fraud, collect personal information only as needed, and respect the preferences of consumers regarding the use of their information.

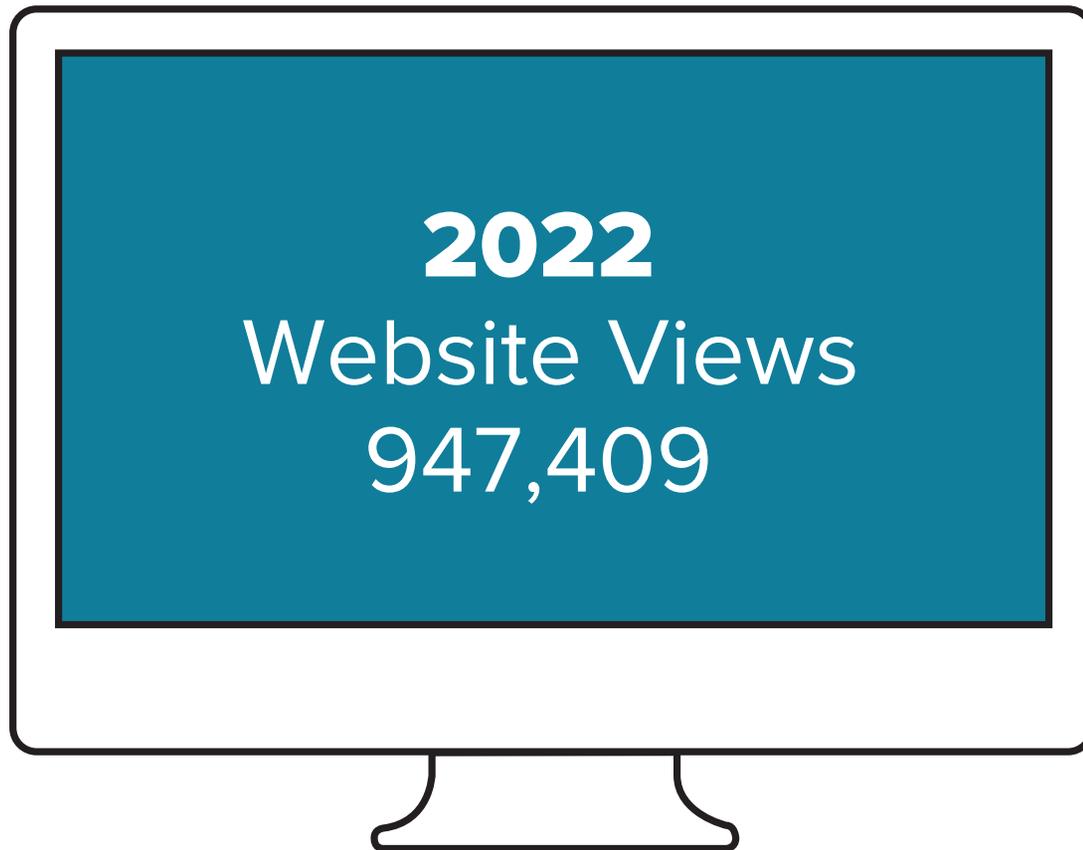
Embody Integrity

Approach all business dealings, marketplace transactions, and commitments with integrity.



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Web Visitors





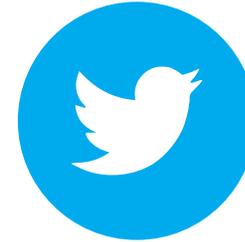
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Social Networking



@bbbupstatesc

2,907 fans



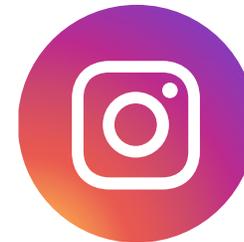
@BBBUpstateSC

1,169 followers



**Better Business Bureau
Serving Upstate SC**

557 followers



@bbbupstatesc

1,238 followers



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BBB Performance & Accountability Standards

T A R G E T	16	Investigations	17	T O T A L
	26	Ad Review	41	
	70% or more	Retention	86.5%	
	66% or more	Complaint Resolution Rate	84.1%	
	33% or less	Complaint Not Process Rate	39%	
	2 or less	Complaint Avg Days to Open	0.5	
	30 or less	Complaint Days to Close	21.9	



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Accreditation Department



Accredited
Businesses

1,582

New Accredited
Businesses

143

Accredited Business
Revocations

2

Accredited Business
Revocations

53



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Total Services Provided

3,008
Complaints

84.1%
Complaint Resolution
Rate

3,724
Customer Reviews
Submitted

27.98%
5-star reviews

1.24%
4-star reviews

6.07%
3-star reviews

5.19%
2-star reviews

58.73%
1-star reviews



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Top Ten Inquiries

Type of Business	Total Inquiries
1. Consumer Finance Companies	67,103
2. Dog Breeders	39,757
3. Collections Agencies	25,607
4. Payday Loans	24,451
5. Roofing Contractors	19,251
6. Heating and Air Conditioning	17,606
7. Home Builders	14,255
8. Used Car Dealers	11,738
9. Auto Transportation	10,158
10. Loan Servicing	8,766



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Top Ten Complaints

by Type of Business

1. Collections Agencies
2. Consumer Finance Companies
3. Loan Servicing
4. New Car Dealers
5. Used Car Dealers
6. Payday Loans
7. Tech Support
8. Restaurants
9. Apartments
10. Property Management



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Accredited Business Orientation

There was one Accredited Business Orientation held in September.





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2022 Business of Integrity Awards

The BBB Business of Integrity Awards recognizes companies that demonstrate integrity and a strong commitment to ethics in all aspects of business. Applicants must be a for-profit business open for at least 3 years. Businesses are not required to be a BBB Accredited Business.



Affordable Air Experts
(1-10 employees)



Champion Comfort Experts
(11-49 employees)



Guy Roofing, Inc.
Customer Service
(50-199 employees)



J&P Park Acquisitions
(50-175 employees)



Muncaster Financial Group
(1-10 employees)



Complete Heat & Air, LLC
(11-49 employees)



Cristina Ortiz State Farm Agency
(11-49 employees)



ProGrin Dental
(50-199 employees)



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2022 Student of Integrity Awards

The Student of Integrity scholarship program recognizes high school seniors who personify high character through personal integrity, leadership, community service, and academic accomplishments.



Cameron Harmer Barnhardt
Toyota, Kia & Hyundai of Greer
Grenville Senior High Academy



Matthew Tyler Hall
Bonitz
St. Joseph's Catholic School



William Arthur Chandler
Piedmont Natural Gas
D.W. Daniel High School



Riley Belle Kinard
Benson Nissan, Kia, Hyundai of Spartanburg
James F. Byrnes High School



Jenna Christine Holland
GBS Building Supply
Dorman High School



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2022 L.A.R.P. Applause Winners

The BBB Local Advertising Review Program presents an Applause Award to a local business in our ten county area "in recognition of the company's adherence to the BBB Code of Advertising guidelines" on a quarterly basis.



Upstate Warrior Solution
February Winner



The Salvation Army of Greenville
June Winner



Bridge City Coffee
September Winner



Lead Collective
December Winner



Revenue

	<u>2021</u>
Total Support and revenues	\$656,332
Total Expenses	\$613,147
Increase in Net Assets	\$43,185
Unrestricted Net Assets, beginning of year	\$702,075
Unrestricted Net Assets, end of year	\$745,260

Trust always matters. BBB is deeply committed to building and advancing a better marketplace, a trusted marketplace for all.



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