



BBB[®] *at a* GLANCE

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

2024 ANNUAL STATISTICS FOR METRO WASHINGTON DC AND EASTERN PA

Start With Trust.[®]



15,003,561

TOTAL NUMBER OF INQUIRIES & WEBSITE VISITORS

TOP 10 COMPLAINT CATEGORIES

1. TV/Cable/Satellite/Internet Service
2. Collection Agencies/Debt Settlement-Consolidation
3. Financial Services
4. Insurance Services
5. Auto Repair - Services/Parts
6. Auto Dealers (New & Used)
7. Home Contractors - Service/Repair
8. Health & Medical
9. Real Estate
10. Home Furnishing/Decor

7,429 TRUSTED ACCREDITED BUSINESSES



228

INVESTIGATIONS INTO BUSINESS PRACTICES

6.8 MILLION

BUSINESS PROFILES VIEWED



78,259

COMPLAINTS PROCESSED

MORE THAN

400,000

ACCREDITED BUSINESSES IN THE UNITED STATES

BBB's #1 Inquired About Industry:
Home Contractors/Service/Repair



66,657

CUSTOMER REVIEWS SUBMITTED