

## Member

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**From:** Steve Fuhlendorf [steve@taoschamber.com]  
**Sent:** Friday, June 19, 2009 2:09 PM  
**To:** 'Anita Bringas'  
**Subject:** FW: BBB Report



June 2009

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## YOUR BBBSW DOES LISTEN TO YOU

### We Want Your Feedback!

In every newsletter, the Better Business Bureau of the Southwest (BBBSW) publishes a list of companies that have had unanswered complaints. The article is entitled, "Companies with Unanswered Complaints".

To better understand how companies end up in this published list, we want to give a general explanation of how the complaint process works in hopes of clearing up some misconceptions. **[FULL STORY]**

## SAVVY CONSUMER AVOIDS CRAIGSLIST SCAM

On a regular basis, the Better Business Bureau of the Southwest (BBBSW) receives numerous phone calls from suspicious consumers calling us about a potential scam. Our customer service representatives try to keep on top of all types of scams so that they may better forewarn potential victims. Unfortunately, we also get the phone calls from people who have already fallen for a scam and we wished they would have checked it out with us beforehand. What follows is an example of a savvy consumer who utilized our free, public service to protect himself. The BBBSW has included this article as a reminder that we are here to help anyone decipher if a business transaction is legitimate or not. **[FULL STORY]**

## DIRECTORY BILLING SCAM

Beware of Yet Another Scam That Targets Businesses

[MORE]

The Better Business Bureau of the Southwest (BBBSW) is always on the look out for scams that potentially target businesses in our area. Recently, we have noticed an increase in calls on an old scam that targets business owners. The scam involves unauthorized billing of companies for publishing services in supposed local directories. Just in case you were not already aware of this scam, the BBBSW wants to make sure that you do not fall prey to this fraudulent billing practice.

[FULL STORY]

## **WELCOME NEW MEMBERS**

Bienvenidos!

To be accepted as an Accredited Business of the Better Business Bureau, a company must meet certain standards of business practice and licensing requirements and adhere to truth, accuracy, and honesty in advertising, selling and servicing. Your Board of Directors voted at their June 11, 2009 meeting, to accept the following companies as Accredited Businesses of the Better Business Bureau of the Southwest.

[FULL STORY]

## **COMPANIES WITH UNANSWERED COMPLAINTS**

As of June 18, 2009, the following companies have failed to respond to one or more recent customer complaints presented by the BBB. These complaints are reported to inquirers for three years or until the firm responds, in writing, to the complaints. Unanswered complaints disqualify a firm from BBB accreditation.

[FULL STORY]

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