



Better Business Bureau® of Central and Northern Alberta

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Media Release

November Top 10 Complaints & Inquiries

Edmonton, AB (December 29, 2005) During the month of November 2005, the Better Business Bureau® of Central and Northern Alberta received the following complaints and inquiries about businesses in the following industries: (Ranked from highest to the lowest)

	Complaints		Inquiries
1	Auto Dealers-New Cars	1	Auto Repair & Service
2	Movers	2	Movers
3	Home Builders	3	Computers Software & Services
4	Auto Parts & Supplies-New	4	Home Builders
5	Auto Repair & Service	5	Home Improvements
6	Auto Dealers-Used Cars	6	Auto Dealers-New Cars
7	Furniture-Retail	7	Plumbing Contractors
8	Landscape Contractors	8	Heating & Air Conditioning
9	Roofing Contractors	9	Contractors-General
10	Telephone Equipment & Systems Dealers	10	Auto Dealers-Used Cars

Backgrounder

The following are Consumer Tips from the Better Business Bureau of Central and Northern Alberta that provide background information about some of the above complaints. For further tips, visit www.edmontonbbb.org/BBBtips.html

New Car Buying

If you are planning to buy a new car, your first trip should not be to the dealership, but to the library, or Internet. Check magazines on websites that publish information on the value and performance of various makes and models. This should give you a general idea of which cars to consider.

Next, line up tentative financing and insurance. While car loans are available from banks, finance companies and through dealerships, approximately half of all people who finance new cars do so through the dealer without shopping for terms and rates. The single most important factor to compare is the annual percentage rate. Keep in mind that your lender will require you to carry collision or comprehensive insurance if your new car is used as collateral for the loan.

Investigate the reputation of dealers whose showrooms you plan to shop at. Call the Better

Business Bureau for reliability reports. Do not start negotiating with a dealership until you are reasonably certain it will give you prompt, satisfactory service after the sale. Visit several dealerships and ask sales people for performance data on the car or cars you are considering. Discuss the warranties and test-drive your choice or choices.

Finally, select one model, nail down the price and get the best deal on the trade-in value of your old car. It is the net difference that counts.

Moving

When planning a move there are a number of things to consider:

- Use a company that has been in business for a while or can offer references, which you should verify.
- Call Alberta Infrastructure and Transportation (Operating Authority and Safety Certificates) at 1-403-340-5444 to ensure that the company has the necessary operating authorities. Moving vans that have gross vehicle weights (including the truck, trailer and load) of 11,794 kilograms or more require a safety fitness certificate which is issued by Alberta Infrastructure and Transportation.
- Make sure you understand how much insurance the carrier has and what it covers. You may need to purchase extra insurance to protect your possessions.
- Obtain several written estimates keeping in mind that the lowest bid may not necessarily be the best when you consider insurance, training, experience, quality of vehicle, etc. Verify that the estimate inventory includes all the items you want moved.
- Make sure that any oral promises are confirmed in writing. Make sure the contract specifies the dates and times of your move. Do not sign any contract with sections left blank. Carefully read and understand the contract before signing.
- If damage or loss occurs, have the driver make a special notation on the inventory and/or delivery receipt, then promptly notify the company in writing, keeping a copy for your own files.
- Supervise the loading and unloading of the truck or arrange for someone else who has a copy of your inventory to do so.
- If your belongings will be left overnight in a truck be sure to use a company with proper climate controlled vehicles.
- Remember, if the moving company packs everything, they are responsible; if you pack things, you are responsible.

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For media inquiries please contact:

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