



Better Business Bureau  
Serving Central & Northern Alberta  
888-9707 110 St  
Edmonton, AB T5K 2L9

## Media Release

### January 2008 Top 10 Complaints & Inquiries

**Edmonton, AB** (February 7, 2008) During January 2008, BBB® Serving 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	Furniture-Retail	1	Movers
2	Auto Dealers-New Cars	2	Work-At-Home
3	Home Improvements	3	Home Improvements
4	Consignment Service	4	Home Builders
5	Telephone Communications	5	Plumbing Contractors
6	Movers	6	Auto Dealers-New Cars
7	Windows	7	Contractors-General
8	Cellular Telephone Service	8	Furniture-Retail
9	Plumbing Contractors	9	Roofing Contractors
10	Internet Marketing Services	10	Associations

### Backgrounder

The following is a Consumer Tip from BBB® that provides background information about complaints that we receive. For further tips, visit:  
[www.edmontonbbb.org/BBBtips.html](http://www.edmontonbbb.org/BBBtips.html)

#### Play it Safe on the Internet

Whether you are shopping, banking or investing on the Internet the BBB® encourages you to make sure your transactions are secure and your personal information is protected. The following tips are suggested:

Before you provide any personal financial information to a web site, check the site's privacy policy. Find out how your information will be used or shared with others and what security features are in place to protect your information from being fraudulently obtained.

Keep your personal information private. Do not disclose your address, telephone number, your Social Insurance Number, bank account number or email address, unless you know who is collecting the information, why they are collecting it and how they will use it.



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Make certain the web sites you frequent are owned by trustworthy businesses. Look for trustmarks or seals from trusted third-party organizations, like BBBOOnLine ([www.bbbonline.org](http://www.bbbonline.org)), that indicates the business is trustworthy, has met high privacy protection and other safe e-commerce standards.

Give payment information only to businesses you know and trust, and only when and where it is appropriate. Never give your password to anyone online; even your Internet Service Provider. Do not download files sent to you by strangers or click on hyperlinks from people you do not know. Opening a file could expose your system to a computer virus or a program that could hijack your modem.

Keep records of your online transactions and read your email. Merchants may send you important information about your purchases.

Review your credit card and bank account statements promptly and carefully, each and every month. Look for errors or unauthorized purchases. Notify your credit or debit card issuer immediately if your credit or debit card or checkbook is lost or stolen, or if you suspect someone is using your accounts without your permission.

For more information on how to protect your privacy online, visit the BBBOOnLine web site at [www.bbbonline.org](http://www.bbbonline.org).

This tip was brought to you by the BBB® Serving Central and Northern Alberta.

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