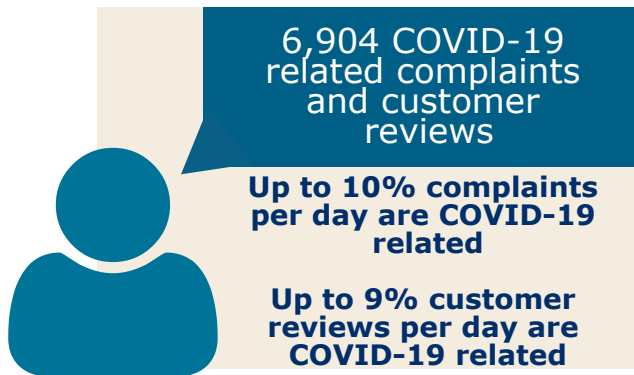


Better Business Briefing

Customer impact over COVID-19



Complaint and BBB Customer Review data from March 1-31st, 2020 across North America

COVID-19 customer reviews and complaints by region

United States

NY/NJ: 422
Los Angeles: 256
Chicago: 249
Miami: 153



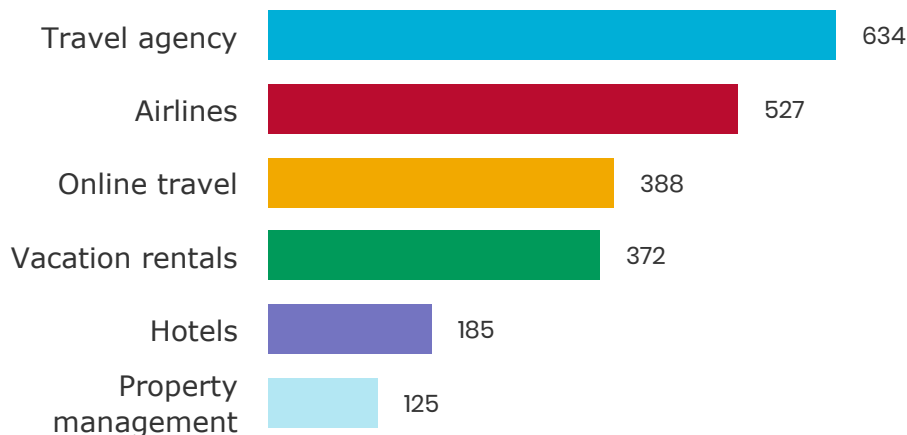
CA Provinces

Ontario: 90
Alberta: 37
BC: 21



Top COVID-19 complaints centered around monetary reasons, communication, and time management

Hardest hit industries



Vacation rentals complaints/reviews

59%

mention the pandemic

Data pulled from 6,904 total complaints and reviews from March 1-31, 2020 across North America

For a complete guide on how your business can better respond for the COVID-19 pandemic visit: [BBB.org/smallbusiness](https://www.bbb.org/smallbusiness)