



CUSTOMER IMPACT COVID-19

BETTER BUSINESS BRIEFING

Highest COVID related complained about industries*



Travel Agencies
3,440



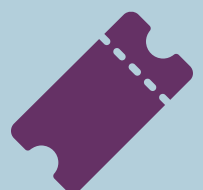
Airlines
2,565



Vacation Rentals
2,089



Online Retailers
1,640

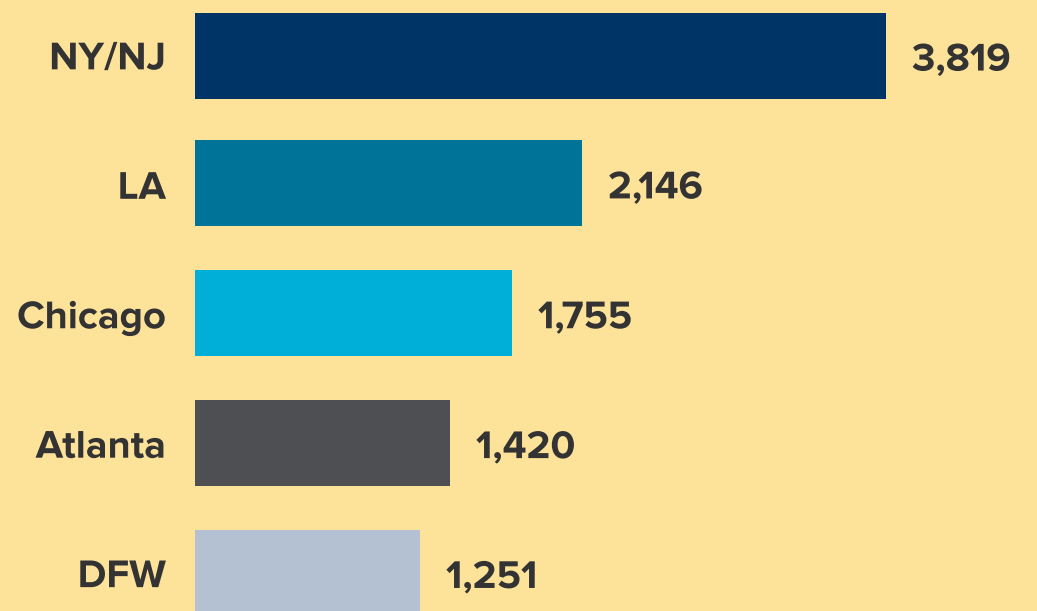


Ticket Sales
1,634

Start With Trust.®

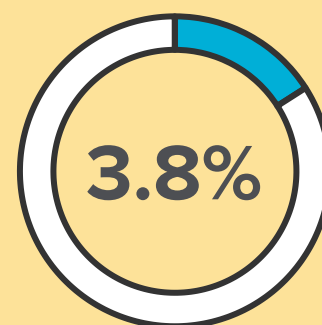
Read customer reviews and check
complaints first at BBB.org

Top US cities with highest number of COVID complaints and reviews

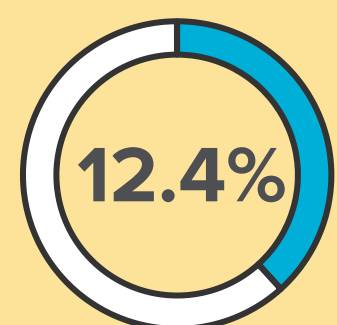


BBB Accredited Business who meet the Standards for Trust
resolve close to 100% of customer complaints

Number of COVID business related complaints and reviews climb



March 2020



May 2020

Between March and May 2020, BBB received
more than 53,000 complaints and reviews
related to the COVID-19 pandemic

280% increase over a three-month period