



The Informer



A consumer newsletter brought to you by your BBB Serving Denver/Boulder.

Denver / Boulder BBB 1020 Cherokee St, Denver, CO 80204

Volume 1

June 2011

Issue 1

You are receiving this email because you have done business with the Denver/Boulder BBB in the past. If you no longer wish to receive emails from us please unsubscribe below. Thank you.

Welcome to the first edition of "**The BBB Informer**" - the consumer focused Newsletter of the Better Business Bureau Serving Denver/Boulder. We are delighted to bring you news and information about everything from the latest scams in our community, industry tips for working with all types of organizations, how to choose a charity, all the way to how to get the most from the free services at your BBB. For almost 60 years, your BBB has been promoting an ethical marketplace and helping you be educated is a big part of our job.

Did you know that your BBB can answer all sorts of questions to help you connect with a reputable business? We can answer questions like...

- Does my contractor need to be licensed?
- How can I protect myself when doing business over the Internet?
- How much of my donation really goes towards this charity's programs?

Our organization exists to prevent unethical trade practices and to promote trust within our community. The BBB should be the **FIRST** place you go for factual information about reliable businesses and charities.

Contact us to answer your questions **BEFORE** you hire a business or donate to a charity. Visit our website at www.denver.bbb.org or call (303) 758-2100 to speak to a BBB helpline agent.

We hope you enjoy this first edition of "**The BBB Informer**" and all that follow. Please give us your feedback as to how this tool can be valuable to you. We are listening!

In This Issue

[Welcome / Intro](#)

[Be a Better Buyer](#)

[The Scheme Scene](#)

[The BBB Foundation](#)

[Operation's Corner](#)

[In the Community](#)

[Using the Website](#)

Quick Links

[Check out a Business or Charity](#)

[File a Complaint](#)

[Submit Testimonials](#)

[Request a Quote](#)

Using the Website

Requesting a Quote from an Accredited Business

Dina Eledge

Dale M. Mingilton

President/CEO

Better Business Bureau Serving Denver/Boulder



Be a Better Buyer **Why Door-to-Door Sales Have a Bad Reputation**

Megan Miller

Start With Trust™



In the warmer seasons, "door knockers" are extremely prevalent in our communities. While some door-to-door solicitors may be legitimate businesses or charities, most are not and some are outright criminals. The BBB receives many calls and complaints about

different kinds of businesses and con-artists. These stories started with a knock on the door and ended with a rip-off or some other unfortunate situation.

[Read More...](#)

The Scheme Scene **Vehicle Service Contract Scams Cost Consumers Millions of Dollars**

BBB / St.Louis

Worthless service contracts sold by the vehicle service contract (VSC) industry have cost consumers millions of dollars nationwide, a Better Business Bureau (BBB) [study](#) concludes.



The BBB undertook the study after consumers, including several in Colorado, filed thousands of complaints about the industry....

[Read More...](#)

The BBB Foundation **Sunflowers for Scholars**



The Denver/Boulder BBB Foundation would like your help! We are growing "Sunflowers For Scholars," which will help us fund the **BBB Student of Integrity Scholarship**. This scholarship is given each year to deserving high school seniors who are in need of financial aid to continue their education

in Colorado. We strive to award **\$16,000** in scholarships each year. Please help us continue to brighten the future

Seven in ten consumers say they will be more likely to buy from a company designated a "BBB Accredited Business".* Why? It's about trust and integrity. Your BBB's Request a Quote service is a FREE service that allows you to connect directly with BBB Accredited Businesses to receive an estimate on products or services offered. Let your BBB help you in making your purchasing decisions!
[Read More...](#)

New Accredited Businesses

March, April & May 2011

Revoked Businesses 2011

The BBB shall revoke or suspend Accreditation for violations of any or all of the Accreditation standards.

Contact Us

1020 Cherokee St
Denver, CO 80204
303-758-2100
info@denver.bbb.org

Follow us on...



of Colorado students with your donation.

[Read More...](#)

Operations' Corner

Filing a Complaint

Suzann Bacon



Did you know that complaints must meet the criteria below:

1. The complaint includes the complainant's name and postal address;
2. The complaint includes the company's name and provides sufficient information to determine the company's location;
3. The complaint seeks assistance from the Bureau;
4. The complaint is from a customer, or the customer's authorized representative, of the company complained about;

[Read More...](#)

Win Elitch's Tickets!

Like us on Facebook and be entered to win!

[Join our Mailing List](#)

In the Community



We'd love to see you at our next event! Plan ahead and visit our calendar by [clicking here.](#)

Listen to Us on the Radio

Tune in on the radio for weekly scam alerts and BBB information.

1430 KEZW - Wednesdays, 10:05 am

98.5 KYGO - Wednesdays, 5:45 pm

KOSI 101.1 - Thursdays, 7:45 am

Alice 105.9 - Thursdays, 5:45 pm

Times are approximate.



Meet Our Community Sponsors

Your Better Business Bureau is made possible through the support of all Accredited Businesses. We are especially indebted to the following sponsors whose Accreditation fee levels allow your BBB to thrive, serving all buyers and sellers to build a safer marketplace for all of us.

Sponsorship Levels

- > Presidential
- > Vice Presidential
- > Executive
- > Trustee
- > Director
- > Specialist

Presidential



Vice Presidential



Executive



Trustee



Director

- 20/20 Tax Resolution
- American Furniture Warehouse
- Cohen and Cohen, PC
- Coloradoland Tire & Service
- Cowboy Moving & Storage
- Firestone Tire & Service
- GO Automotive Group
- Grease Monkey
- K&H Home Solutions

- Lakeside Heating & Air Conditioning
- National Home Improvements
- O'Meara Ford
- Omni Financial Services
- Perfect Teeth
- Primary Residential Mortgage
- Toy Doctor
- UMB Bank
- Waste Connections of Colorado

Specialist

- A Quality 1st Plumbing
- AAA Service Plumbing
- Braconier Plumbing, Heating and Cooling
- Davidsons Liquors
- Elevations Credit Union
- Front Range Home Improvements

- H. M. Brown & Associates, Inc.
- Jim Black Construction, Inc.
- Pinnacol Assurance
- Taylor Moving, LLC
- Two Men and a Truck

"You're In Good Company"