



The

Informer

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



Denver / Boulder BBB

1020 Cherokee St, Denver, CO 80204

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Issue 3

The Informer is now reaching consumers all over the Denver/Boulder area. We are excited to see the response from readers and your support of this publication. We provide this service to help you understand the mission of the BBB: being the leader in advancing marketplace trust. Certainly our 7,800 BBB Accredited Businesses understand what this means.

Please take advantage of all of the free services offered to you by your Denver/Boulder BBB. Make sure you are reading our industry tips, understanding the latest scams/frauds and which charities to consider donating to.

We have a favor: spread the word. You are getting this because you took a proactive approach and signed up for The Informer. Please make sure your friends and family know that this free resource is available. Have them check us out at denver.bbb.org/the_informer. It is up to all of us to keep folks informed about bad business practices and to show them that there is a resource that can help them make a good purchasing decisions!

We welcome your feedback and thank you for your support.

Happy Holidays,

Dale M. Mingilton
President/CEO
Better Business Bureau Serving Denver/Boulder

Be a Better Buyer

Six Holiday Season Scams to Avoid

Megan Miller, Public Relations Specialist



The holidays are a joyous time for food, family, and friendship, but they are also a time for fraud. Consumers can fall into any number of traps over the holidays and become victims of identity thieves, hackers and deceptive merchants.

The Better Business Bureau is warning holiday shoppers and donors to look out for six common scams this season:

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The Scheme Scene

Brewery Tour Company Stands Up Sightseers

By: Megan Miller, Public Relations Specialist

This fall, a company called Front Range Brew Tours racked up several Better Business Bureau complaints from consumers who say they paid for tour passes to breweries in lower downtown Denver but were stood up by the business.

Complainants state that they purchased passes and either couldn't ever make a reservation or did make a reservation but when they waited at Union Station to be picked up for the tour, no one ever came.



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Operations' Corner

Senior Outreach

Zaq Tull, Trade Practices Consultant



Widespread use of the internet, for everything from banking to visual entertainment and news sometimes seems foreign to me, and I'm 24. I can't begin to even imagine how a 70 year-old feels. Ignorance and perplexity carry inevitable vulnerability, and seniors often become the target of unethical business practice, or even scams. What's worse is seniors often pull fixed incomes from investments or savings, giving them a dangerous combination of financial-inflexibility and financial-liquidity.

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The BBB Foundation

2011 Torch Awards and Scholarship Winners!

By: <cdY'A Uf'Y'GbYYXz'J]W' DfYg]XYbh'cZA Uf_Yhj]b[/' DF



The BBB Foundation is the 501(c)3 philanthropic arm of the Denver/Boulder Better Business Bureau. The Foundation provides education outreach to consumers, businesses and nonprofits, ensuring the development of a strong and ethical marketplace.

Additionally, the Foundation hosts the BBB Torch Awards for Marketplace Trust which is an annual celebration of ethical organizations.



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Nonprofit Newsflash

'Tis the Season to Give: Tips on how to give without getting taken this holiday season

Adriana Carmona,
Charity Analyst



When the holidays approach it's hard not to remember American soldiers fighting in distant lands, far from their families. Or countless abandoned dogs and cats without loving homes. Even worse are children suffering at the hands of abusers.

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Colorado Gives Day 2011



What is Colorado Gives Day? Colorado Gives Day is an initiative to increase philanthropy in Colorado through online giving. Brought to you by Community First Foundation and FirstBank, Colorado Gives Day will take place during a 24-hour period starting at 12 a.m. on Tuesday, December 6, 2011.

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Meet 2011 Torch Winner - Nonprofit
Inside Warren Village: BBB Interview with Sharon Knight
Adriana Carmona, Charity Analyst



Successfully breaking the cycle of homelessness for single parent families

We recently had the opportunity to talk with Sharon Knight, President and CEO of Warren Village, the 2011 BBB Torch Award for Marketplace Trust winner in the nonprofit category. This organization's focus is on self-sufficiency amongst families and it has been serving the local community for decades. One of Warren Village's most crucial services is its on-site childcare, accredited by the National Association for the Education of Youth and Children. Read on to learn more about Warren Village.

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Business News
Why Choose a BBB
Accredited
Business?

Leslie Rabe, Business Relations Communications Specialist



In these tough economic times, every penny counts. All of our spending decisions, from purchasing a home to what brand to buy at the grocery store, are being carefully weighed. More than ever before, we as consumers want to feel confident when we make a purchasing decision.

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In the Community



We'd love to see you at our next event!
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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.



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