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TRUST GUIDE

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EXPERT ADVICE

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President's Update

Shannon Siegferth, President & CEO



Another year has come and gone - and what a year it was! After being named the new President and CEO at the start of 2022, the team and I hit the ground running and maximized efforts across many different initiatives. Much like 2021, this year was not without its challenges to overcome, however we also have been able to achieve some great results throughout the year. It is my belief that 2023 will present even more opportunities for growth and development throughout the community and BBB brand.

Whether you have been an Accredited Business for many years or you are brand new to our organization, I want to take a moment and personally thank you for your support. Our team will continue to strive to deliver the best service, care and communication that we are capable of. To the community, I thank you for entrusting your complaints, reviews and scam information with our team.

I would also like to take a moment to thank our staff for their tireless work and without whom we would not be in the position we are today. The accomplishments and impact our BBB has created within the community has been achieved by a team of fifteen hard working individuals. We serve over 1.1 million people and over 31,000 businesses throughout the six county service area. The success of BBB is a large tribute to your dedication.

In 2023 we have many new initiatives in the works. We are excited to roll out some additional benefits to our Accredited Businesses, reach new students and senior citizens with our community outreach, award more in scholarships with our Laws of Life Essay Contest, revamp our digital advertising capabilities, increase our resolution rate and so much more. It is our hope to continue making a positive impact within the community and build marketplace trust.

I am extremely proud and humbled at the work our organization has been able to accomplish this year. Thank you once again for being with us in 2022 and I eagerly look forward to all that is to come in 2023.

Forward Together,

Shannon L. Siegferth

Shannon L. Siegferth

BBB is governed by a volunteer Board of Directors who offer a wide range of business and community experience. These volunteer directors are elected to three-year terms and are responsible for ensuring the organization remains in compliance with the operating standards set forth by the BBB system.

2023

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Why BBB Customer Reviews Make A Difference

We've all asked ourselves "Does leaving a review for a business actually make a difference?" and our answer is an enthusiastic "Yes!"

Customer reviews play a **vital** role in the marketplace ecosystem. Many shoppers take to the internet to scour through star-ratings, reviews and first-hand accounts of products or services.

Reviews can make or break your purchase, so it is important to look for reviews in the right place.

Many reviews online are anonymous. Anonymity affords us a degree of safety because our names aren't on the internet. Plus, we are often more honest behind the comfort of a keyboard.

However, that same anonymity allows people to leave reviews for businesses without ever interacting with their services or products.

Fake accounts will often spam review sites with bogus reviews, which can mislead or confuse someone looking to purchase a product or service.

So, what makes BBB Customer Reviews different? **Our team!**

Reviews are vetted by BBB team members. By removing the ability to leave anonymous reviews, we are better able to confirm that a marketplace interaction took place between reviewer and the business.

By verifying with the business that an interaction actually happened, the BBB team can stop fake reviews in their tracks.

Consumers rely on honesty when searching for reviews online. BBB works hard to keep BBB.org a reliable and trustworthy source for real consumer reviews.

Your local BBB processed **5,692** Customer Reviews in 2022.

Reviews

BBB Customer Reviews allow consumers to submit positive, negative or neutral reviews about a marketplace interaction with a local business or charity.

Reviews do not affect a company's letter grade rating; however, they do impact the star rating.

Reviews are vetted by the BBB team.

Complaints

BBB Complaints allow a consumer to request help from BBB to resolve a marketplace dispute or issue with a company.

Complaints can affect a company's rating.

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BBB in the Community

BBB Accredited Businesses go above and beyond in adhering to BBB's Standards for Trust. They also invest, through their annual dues, in the BBB's Marketplace Education Initiative. Through BBBME, BBB takes vital information into middle schools, high schools and college campuses. BBBME also reaches out to the senior population, helping them discern the trustworthy business owner from the fraudster.



BBBME is a non-profit formed by BBB Akron that supports community outreach efforts, where free interactive presentations are conducted.

Designed to be conversational, classes cover age appropriate ethics, online safety, fraud prevention and more. It is one of the many services BBB provides to the community to help build trust and safety.

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IN OUR COMMUNITY

Schools

Throughout **62 schools** we provided **77 presentations** on BBB ethics, financial literacy, and scam education to **1,619 students**.

We awarded **\$10,000 in scholarships** to high school students.

Seniors

We provided **43 Smart Seniors presentations** on scam prevention and financial literacy to **716 seniors**.

Events

We planned or attended **150 events** to spread the BBB message of marketplace protection for consumers to **over 11,000 community members**.

This service is free of charge for all schools, non-profits, businesses and other organizations within our six county service area.

For more information on these programs or to schedule a speaker visit bbb.org/akron

BBB Community Outreach Coordinator • info@akronbbb.org • 330-564-2488



BBB Tip: You can call or chat with a member of our team at 330-253-4590 or bbb.org/akron if you have questions about a business' accreditation status.



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BBB Akron Asks the Experts

Q & A with BBB Akron's Accredited Businesses



The Billow Funeral Homes & Crematory

Chip Billow, Owner

We asked Chip Billow, Owner of **The Billow Funeral Homes & Crematory**, for his expert tips on how to prepare for funeral arrangements. Coping with grief is difficult but we hope his answers help ease some stress.

Q: What are the most important factors for a consumer to consider when looking for funeral services?

A: Well, we are no different than any other business. First impressions are always important. As a funeral director, I need to put on my consumer hat and think about my competition. What it boils down to is finding your comfort level. So much of what we do is based on personal relationships. Historically, the window where we are notified of a death is very short. Usually 3-5 days between notification and the funeral. With Covid, we started having delays due to restrictions and so these relationships we are building with families could extend much longer. With these factors, it is important to choose a funeral service provider that fits your needs and is going to provide the best possible services to your family during what is a very difficult time. We make care calls to check in and that has cemented a lot of relationships with families in our community. Ask about education and best practices to see how their business operates. Ask about their availability. We operate a 24-hour model, someone is here at all times.

Q: What does that 24-hour model look like? What are the benefits for families?

A: We would have three eight-hour shifts that rotate around the clock. We do transfers and care work at night. We can answer the phones ourselves at night instead of utilizing an answering service. We have seven directors that work one night a week so that we always have one director available for families if they have questions or concerns.

Q: As a local organization with 78 years as an Accredited Business, what does that mean to you?

A: We were an Accredited Business from before I came on as the head of the business. Being accredited shows our community that we have standards. It is like the Good Housekeeping stamp of approval for businesses. I am familiar with being a member of the Board, that reputation means everything, and solving people's problems mean everything. To be accredited means the world to me. I am really proud to be accredited for as long as we have.

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BBB Accreditation

Standards for Trust

The BBB Standards for Trust are eight principles that summarize important elements of creating and maintaining trust in business. The standards are based on BBB's determination of the attributes of a better business. They incorporate not only lawful business

practices, but also BBB's experience with ethical advertising, selling and customer experience. For a business to qualify for BBB accreditation, it must continually meet these standards. To be accredited by BBB, a business affirms that it meets and will abide by the following:

- 1 Build Trust**
Establish and maintain a positive track record in the marketplace.
- 2 Advertise Honestly**
Adhere to established standards of advertising and selling.
- 3 Tell the Truth**
Honestly represent products and services, including clear and adequate disclosure of all material terms.
- 4 Be Transparent**
Openly identify the nature, location, and ownership of the business, and clearly disclose all policies, guarantees and procedures that bear on a customer's decision to buy.
- 5 Honor Promises**
Abide by all written agreements and verbal representations.
- 6 Be Responsive**
Address marketplace disputes quickly, professionally, and in good faith.
- 7 Safeguard Privacy**
Protect any data collected against mishandling and fraud, collect personal information only as needed, and respect the preferences of consumers regarding the use of their information.
- 8 Embody Integrity**
Approach all business dealings, marketplace transactions and commitments with integrity.

**Not all businesses who apply for BBB Accreditation will qualify.*

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BBB Akron Asks the Experts

Q & A with BBB Akron's Accredited Businesses



KDCO Home Improvement Sabrina Johnson, Owner

Sabrina Johnson, Owner of **KDCO Home Improvement**, shares her tips and tricks to finding the right contractor for your home.

Q: Where should consumers start when searching for a contractor in a home improvement job?

A: The BBB website is amazing for a place to start. The attitude for finding contractors online is shifting. People used to think contractors paid to get a good rating but that is not true! You can also call supply houses. Supply houses know who has paid for their supplies and they will be honest if someone hasn't.

Q: What are some important things to ask when choosing a contractor?

A: Ask them if they've ever installed the product themselves. If it is a sales rep out there, ask if they have observed how the product is installed. You can also ask about

what education they've taken. There are a lot of courses and training that they can take to ensure they recommend the right products. Ask if they are registered with the county and municipal building departments. They have to before they start a job, so make sure payment doesn't happen before they are registered. And ask for proof!

Q: What are some things to look out for in your home that we might not think about?

A: Proper ventilation. If undertaking a siding project with an overhead, ask about the holes they will cut for ventilation. Often bathrooms don't have proper ventilation to get all of the moisture out and you end up with black mold in your attic. Sometimes ridge vents aren't cut properly so air can't escape. Your house has to breathe properly. If

not, products don't last as long. It affects everything: insulation, windows, everything. Ventilation isn't taken into consideration before other projects but it is really important.

Q: What does being an Accredited Business mean to you?

A: The biggest take-away is that it is a source for the consumer to get as close as they can to knowing that an organization has professional and ethical ideas by being BBB Accredited. It keeps us accountable and gives the consumer a little more information than what they would get from the business itself.

Q: Anything else you would like to share with our consumers?

A: Every project is a job interview, so I carry my resume with me! The consumer is my boss.

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What We Wish We Knew About Getting a New Pet

By: Abigail Miller, BBB Akron
Photo credit: Abigail Miller

If you're considering taking home an adorable furry friend, it's wise to check your budget first. According to the American Kennel Club, dog owners can expect to spend at least \$15,000 over the lifetime of their pet. Our BBB Akron team shares their tips and advice they wish they would have planned for before taking on a new animal companion.

Renting Rules: If you rent, find out if your rental has breed and weight restrictions. Also, many rentals require a non-refundable pet deposit and additional monthly pet fees.

Pet Sitting: Many of us initially struggled to figure out who would watch our pets when we traveled. Reach out to your friends and family to ask them who they use. Responsible college and high school students can be perfect for the job!

Make sure your pet and the sitter are a good fit. Invite them over before you travel and discuss the pet's usual schedule and worst-case scenarios. For example, explain what to do if the pet escapes, ruins something in the home or gets severely sick. Tell the sitter how your pet interacts with other animals and people. Give the sitter the vet number and emergency contacts that live close by that are willing to help in an emergency. Most sitters charge depending on the type of animal, number of pets in the home and time or expertise required for care.

Monthly Expenses: A few of us were caught off guard by monthly food and supply costs, so make sure to include those ongoing expenses when deciding if a pet is within your budget.

Things to consider:

- » Finding a credible, reliable and experienced groomer
- » Making sure your lifestyle fits the needs of all your pet's requirements and habits
- » Ensuring ample time for proper training, both verbal and nonverbal

Remember, pets are a long-term commitment, so think ahead. Please evaluate your current environment, availability, budget and desire prior to bringing home a new member of the family. While we can all agree that these four legged, or winged, friends have the ability to change our lives forever, ensuring their needs are met is vital.

Use **BBB.org** to research local groomers, veterinarians, breeders, trainers, boarding facilities and non-profit adoption or fostering centers. If you think you have been scammed or have found a suspicious website while looking for animals online, report it to **BBB Scam Tracker** and the Federal Trade Commission.

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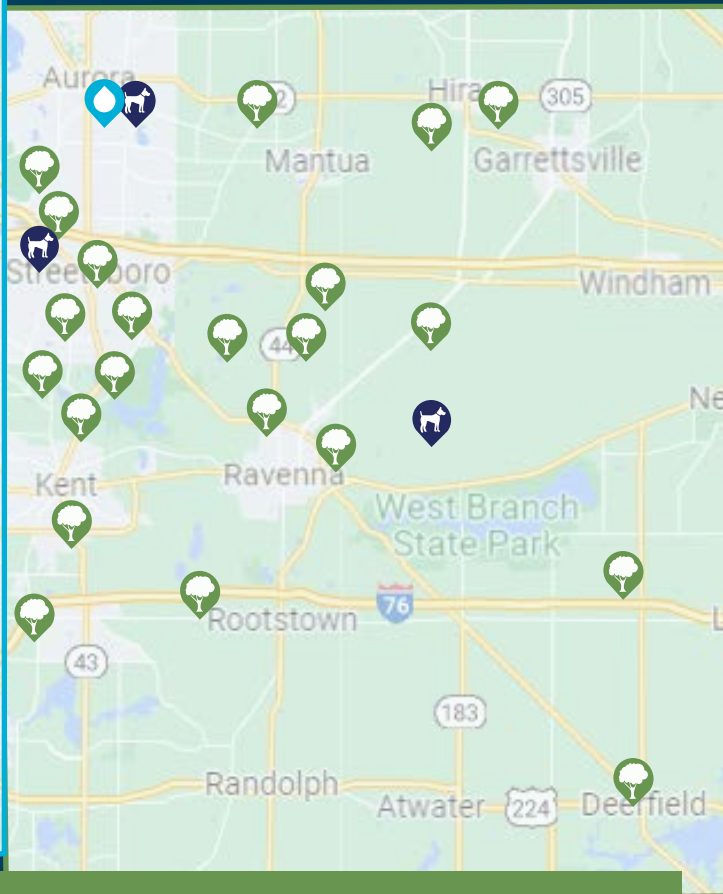
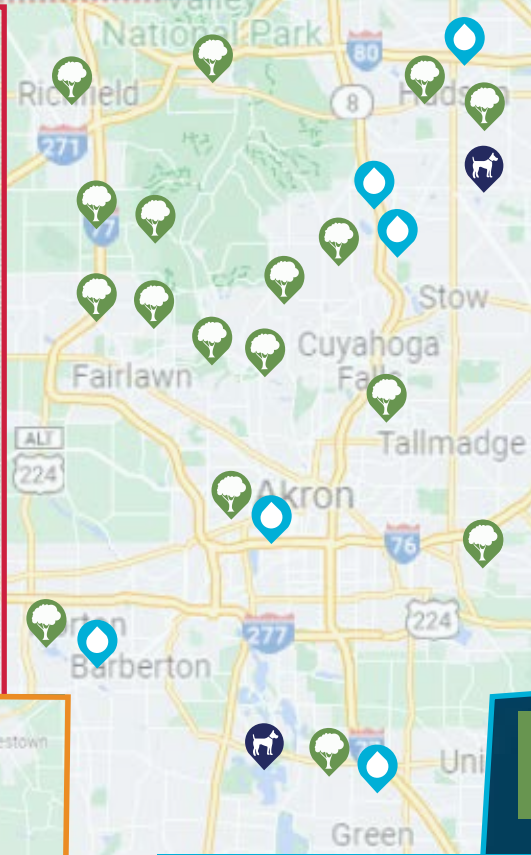
Ashland, Medina, Portage, Richland, Summit and Wayne Counties have so much to offer. Plan a day of fun in your home county (or make a road trip to a neighboring area) and explore our parks, cool off at splash pads and wading pools, or take your canine companions to a dog park for a game of fetch.

Medina County

Ashland County

Richland County

Richland, Summit & Wayne



Portage County

Summit County



Wayne County

Map Key



Park



Splash Pad & Wading Pools



Dog Park

Parks within 10 miles of one another are marked with one icon.



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for the full list of parks, splash pads, wading pools and dog parks featured in the Community Crawl.



BBB Tip: Make sure to check for weather, park hours and splash pad/wading pool rules before heading out for your day of fun.

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BBB Akron Asks the Experts

Q & A with BBB Akron's Accredited Businesses



Dealer Connection Auto Service

Rob Stair, President

We asked Rob Stair, President of **Dealer Connection Auto Service**, to share his expert advice with consumers about all things automotive repair.

Q: Where should consumers start when searching for an auto repair shop?

A: They should look for a shop that fits their needs based on what they need to get repaired. Conduct a Google search or ask for recommendations from friends and coworkers.

Q: What about specialized shops for different repairs?

A: There are specialized shops but there are also general repairs shops that will be able to take care of all your issues. If you have one mechanic, they know your car and they know everything that has been done to your car. They know when

the last time your transmission fluid or antifreeze was changed or refilled.

Q: How do you build trust with customers or potential customers?

A: Just being honest and upfront. We don't try to upsell the customer but we are honest when letting them know what they need and making sure important repairs are prioritized. We try to help them plan ahead and give them a heads up on repairs that will be needed in the future. That's not always possible but we do our best.

Q: What is the most often forgotten about maintenance or repair, that could end up a problem before you know it?

A: Maintenance on fluids, like oil or transmission fluid changes. These cost a few hundred dollars to maintain but could turn into

thousands of dollars in repairs if something goes wrong. Everyone gets busy and they don't always have time for their cars but that can end up costing them.

Q: What does being an Accredited Business mean to you?

A: BBB has become a name that people trust. If you are accredited, people know you are held up to certain standards. People know the BBB name for reviews and complaints.

Q: Anything else you would like to share with our consumers?

A: We are a family run business and have been around since 1998. If you come in and see us for repairs, you'll see the same faces. We try to do the best we can and communicate honestly and openly with people.



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BBB Tip: Let unknown numbers go to voicemail. If their intent is legitimate, they will leave a message. It is always safer to verify phone numbers before returning a call.

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BBB Akron Asks the Experts Q & A with BBB Akron's Accredited Businesses



Pearl Coffee Company Johnna Economou, Owner

We asked Johnna Economou, Owner of **Pearl Coffee Company**, to share some insight into being a family-owned business in our community.

Q: What are some of the benefits of being a long standing local business in Akron?

A: We are frequently honored and amused that we are a "tourist" destination for those visiting Akron! Many people come in to tell us their grandparents/great-grandparents or parents always had Diana Coffee at home and that it brings back fond memories of a different time. Having served the Akron community for over 100 years has been an honor that I continue to be proud of!

Q: What is it like taking on leadership of a family owned business?

A: I have to admit, it has been stressful. I learned every aspect of the business through experience, but making a great cup of quality coffee like my father and grandfather is an ever challenging task! Coffee has different cupping notes and profiles and I am proud of the product we produce here. I feel you can't find a finer cup of coffee in Northeast Ohio! Pearl Coffee has weathered and continues to weather changing times, but I am sure my father would be satisfied with the product we produce.

Q: Why shop local for coffee instead of bigger brands?

A: There is always a huge selection of coffee to choose from in the grocery store, but none meet the quality and freshness of our locally roasted, right in downtown Akron coffee! We hold the advantage of knowing the region, the farm, the characteristics of the coffee, when it was roasted and packaged and then bought by the consumer. We are a gourmet craft coffee roaster and cup each roast. Our single origin beans are the best around and our blends are coffee "perfection!" Roasting coffee is truly an art and I continue my family's fine tradition!

Q: What does being Accredited mean to you?

A: We strive to surpass the standards of the business community. I hope our accreditation with the BBB shows how customer-oriented we are. We use and appreciate the services and advice the BBB offers us.

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Ms. Rochelle Sibbio President & CEO

Since 1986, Habitat for Humanity of Summit County has built over 220 homes with qualified low-income families and completed nearly 200 critical home repairs in Summit County.

Mission: Seeking to put God's love into action, Habitat for Humanity brings people together to build home, communities and hope.

Vision: A world where everyone has a decent place to live.

How can you get involved? We accept volunteers on home build sites and in the ReStore to assist with our mission. We do build year round, so we are always looking for more winter warrior volunteers. You can also look into volunteering on Habitat for Humanity of Summit County's board committee or Board of Trustees.

What is the importance of becoming a BBB Accredited Charity? We find that the trust factor of our customers and donors is positively impacted by being an Accredited Charity with the BBB. We are also a Platinum Seal Charity under Candid. The accreditation process keeps us on a path to transparency with our community and that's important to us as we use donor dollars for our mission.

What is the organization's greatest need? Sometimes its vacant land to build upon, sometimes its families who want to own a home by going through our program. Of course, like any non profit, sometimes its funding. We always say we invite people into our mission and we hope affordable homeownership is something they can be passionate about and that everyone deserves a decent place to live to raise their family that they can afford.



Mr. Dan Flowers President & CEO

The Akron-Canton Regional Foodbank was established in 1982 by community members committed to providing emergency food to charities in the region. The Foodbank and its network of hunger-relief partners serve as the difference between hunger and hope for the 1 in 7 individuals and 1 in 6 children who may be food insecure in its service region.

Mission: To lead a collaborative network that empowers people to experience healthy and hunger-free lives.

How can you get involved? The Akron-Canton Regional Foodbank relies heavily on volunteers – they are vital to the organization's operations. In 2021, nearly 4,500 volunteers donated more than 54,000 hours of service to the Foodbank. Volunteer opportunities include inspecting and sorting donated food items, office and administrative work, event support, distributing food at distributions, working in the food pantry, picking up and delivering food items and so much more.

What is the importance of becoming a BBB Accredited Charity? Accreditation by the BBB helps community members gain trust in knowing that the Akron-Canton Regional Foodbank is making a positive impact within the community and is a good steward of the community's support.

What is the organization's greatest need? The Akron-Canton Regional Foodbank encourages community members to get connected to local hunger-relief efforts. This can be through volunteering at the Foodbank or one of its hunger-relief partners, signing up to receive advocacy alerts, touring one of its facilities or making a financial contribution.



Ms. Laurie Jackson Executive Director

Happy Trails Farm Animal Sanctuary rescues, rehabilitates and re-homes criminally abused, neglected and abandoned farm animals.

Rescue: Working in cooperation with law enforcement and county humane organizations, we provide our service to Ohio and any state beyond requesting assistance.

Rehabilitation: Providing the veterinary attention, nutrition and maintenance care and nurture to each animal who enters the sanctuary.

Re-home: Networking to find loving and forever homes for each animal based on the best match of people, personalities and facilities.

How can you get involved? If you love farm animals, consider volunteering. We take in horses, ponies, potbelly pigs, farms pigs, chickens, ducks, turkeys, sheep, goats, and cows so there is never a shortage of work to be done.

What is the importance of becoming a BBB Accredited Charity? Having the backing of the BBB Accreditation shows the community that Happy Trails is ethical, professional and good stewards of volunteer hours or donation dollars. It is a way for potential donors to know that Happy Trails does what we say we are doing. We pay for certification through other organizations but applying for the Charity Program is a free way to have another verification method in place.

What is the organization's greatest need? Happy Trails greatest need is a new Welcome Center. This new center will be the hub for administrative and animal care staff, as well as the reception and retail space. Right now, staff operations take place in several buildings throughout the sanctuary. So, getting our new Welcome Center up and running is the priority.



4 Pillars & 20 Standards

To Verifying A Trustworthy Charity

The four pillars below provide just a summary of the BBB Standards for Charity Accountability. To access the full text along with an explanation of how they are applied, visit **Give.org**.



Effectiveness



Finances



Governance and Oversight



Informational Materials



Akron Blind Center & Workshop
330-253-2555
akronblindcenter.org



Akron-Canton Regional Foodbank
330-535-6900
akroncantonfoodbank.org

Alliance for Healthy Youth
330-864-1359
all4youth.org



Appleseed Community Mental Health Center
419-281-3716
appleseedmentalhealth.com

Battered Women's Shelter
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Central American Medical Outreach, Inc.
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camo.org

Christian Childrens Home of Ohio, Inc.
330-345-7949
ccho.org



Community Support Services, Inc.
330-253-9388
cssbh.org



Conservancy for Cuyahoga Valley National Park
330-657-2909
conservancyforcvnp.org



Family & Community Services, Inc.
330-297-7027
fcsserves.org

Family Promise of Summit County
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First Tee - Greater Akron
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Good Neighbors, Inc.
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Goodwill Industries
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Greenleaf Family Center
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Habitat for Humanity of Portage County
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Habitat For Humanity of Summit County, Inc.
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Happy Trails Farm Animal Sanctuary, Inc.
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Haven of Rest Ministries
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Humane Society of Summit County
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India Gospel League
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Palestine Childrens Relief
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pawsandprayers.org

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projectlearnsommit.org

Rape Crisis Center of Medina and Summit Counties
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hopeandhealingresources.org

Summit Missions International
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summitmissions.org



The Emergency Assistance Center, Inc.
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teacenter.org

United Way of Summit & Medina
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uwsummit.org



VANTAGE Aging
330-253-4597
vantageaging.org

Victim Assistance Program, Inc.
330-376-0040
victimassistanceprogram.org



Weaver Industries, Inc.
330-379-3660
weaverindustries.org

Akron Area YMCA
330-376-1335
akronymca.org



Charities that meet all BBB standards are automatically deemed "BBB Accredited" at no cost. BBB Accredited charities are invited to consider joining the Charity Seal program, which is available with a licensing agreement and a modest Seal fee. The BBB Charity logo indicates BBB Charity Seal Holders.

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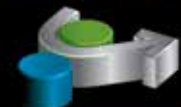
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BBB Akron Asks the Experts Q & A with BBB Akron's Accredited Businesses



BFG Federal Credit Union Cheryl Foster, President/CEO

We asked Cheryl Foster, President/CEO of **BFG Federal Credit Union**, for advice on researching financial institutions and their services.

Q: What are the most important factors for a consumer to consider when choosing a financial institution to trust with their funds?

A: Safety of their deposits. We are insured by National Credit Union Administration, a federal government agency. We are a federal credit union which means deposits are insured up to \$250,000 by the federal government. Most state credit unions and some banks are not federally insured.

Q: What are important things for consumers to note when shopping for interest rates? What questions should they ask to choose the right fit?

A: Interest rates are only one consideration. There are others: What are their fees? (application fee, etc) What are their services to help you make your payments on time? (text messages, alerts, etc) Do they offer online and mobile banking? Do they offer fixed or variable rate?

Q: How can consumers navigate all of the available options to them at credit unions?

A: BFG FCU has the same product offerings as a bank. We offer products for long term savings goals (retirement), and short term (savings & money market), as well as checking accounts.

Q: What does being accredited mean to you?

A: Being accredited by the BBB helps new members looking for an account or loan financing to know that BFG FCU can help and we are a local financial institution that they can trust.

Q: Anything else you would like to share with our consumers?

A: In 2005, our membership charter was expanded to include anyone who lives, works, worships, attends school or volunteers in Summit County and their immediate family members and household members.






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Top Ten Scams of 2022

- | | |
|---|--|
| <p>1 Phishing</p> <p>2 Online Purchases</p> <p>3 Employment</p> <p>4 Sweepstakes/Lottery</p> <p>5 Debt Collections</p> | <p>6 Advance Fee Loans</p> <p>7 Counterfeit Products</p> <p>8 Fake Check/Money Order</p> <p>9 Utilities</p> <p>10 Romance</p> |
|---|--|

\$180,625.41 lost to scams
 in 2022 from consumers in our service area

How BBB Scam Tracker Works

Report a Scam

Get started by visiting [BBB.org/ScamTracker](https://www.bbb.org/ScamTracker) and clicking on "Report a Scam."

Use our guided "Report a Scam" form to provide critical information about your scam experience.

Your scam report will help:

- » Empower the public to avoid the same scam
- » Identify new scam tactics
- » Inform consumer education campaigns
- » Identify new scam trends





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So far I have spoken with customer service, Jason, in particular about 3 times. Technician, Josh, came out to the homes, and Eric, the comfort consultant. The 3 men have been wonderful to work with on my HVAC system. Answering my questions and concerns and helping me understand the process. I will be anxious to have my units installed in a few weeks. Grateful for Sal's advertising on the Fish radio station. Thank you for the care you have provided so far to me!

Update: Today Jesse and Rob installed my new water heater! The technicians were polite, punctual, and knew their job, I have wonderful hot water! Thank you Sal's for your employees, service, and products!

Sharon Jakob, Akron

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2022 Year in Review

Help us celebrate BBB Akron's achievements!

56



Investigations & Ad Reviews

Conducted by our local office

177



Scam Tracker Reports

Submitted by consumers in our service area

9,956



Customer Reviews & Complaints

Submitted for businesses in our service area

16,400



Social Media Followers

Consumers on our local pages

11,027



Phone Calls

With consumers and our local office. Our office
also conducted **4,021 live chats**

850,405



Inquiries

Consumer pre-purchase requests for Business
Profiles regarding specific businesses in our
service area

2,741,563



Page Views

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