



ANNUAL REPORT

BBB OF GREATER MARYLAND

2018

Serving Western Maryland to the Eastern Shore

Address :

502 South Sharp Street
Suite 1200
Baltimore, MD 21201

Contact :

P : 410-347-3990
W : bbb.org
E : yourbbb@greatermd.bbb.org



Thank You, from BBB

For over 100 years, BBB serving Greater Maryland has helped people make smarter decisions and is evolving to meet fast changing marketplace needs.

With offices in Baltimore, MD, BBB serving Greater Maryland helps customers identify trustworthy businesses, and those that aren't with Reviews on more than 50,000 local companies.

BBB sets standards for ethical business behavior and monitors compliance. It also sets standards for and evaluates advertisements to ensure that people can trust what advertisers say.

BBB coaches businesses on ethical behavior and how to build stronger, more trusting relationships with their customers.

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2018 Board of Directors

Officers

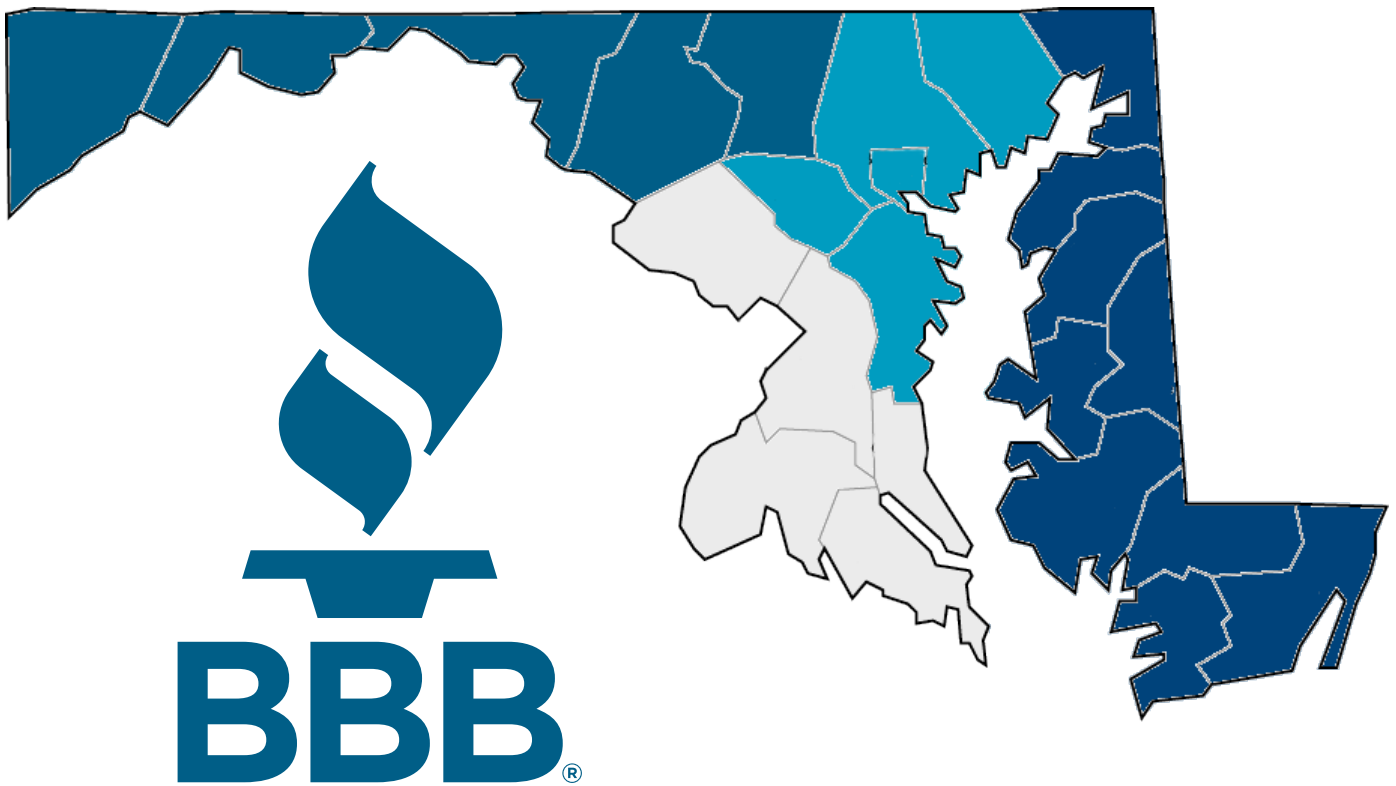
Arlene Thayer, KatzAbosch, P.A. - Chairman
Angie Barnett, BBB Greater MD - Secretary/President
Bill Thrush, Friedman, Framme & Thrush, P.A.
Melissa McGuire, McGuire Moore, LLC
Bruce Quackenbush, American Contracting Services, Inc.

Directors

Chris Barber, Cheaper Than A Geek!!!
Jeffrey Baxter, The Whiting-Turner Contracting Co.
Kathleen Bridgeman, Hague Quality Water of MD Inc.
Ronald N. Carstens, Jr., BGE
Kevin Crysler, Mr. Handyman of AA & PG Counties
Diane Devaney, Devaney & Associates
Peggy Feeney, Von Paris Moving & Storage
Evelyn Gaines, G&G Solutions
Ed Hernández, McCormick & Co.
Brian Hubbard, KELLY Benefit Strategies
Danielle Lozano, ClearOne Advantage
Tim Lucky, GTL Remodeling, Inc.
John Martindale, Brothers Services Company
Brenda McChriston, Spectrum HR Solutions
Randy McCluskey, Baltimore Ravens
Allison M. Mulford, Prometric, Inc.
Angela Murphy, EZShield
Greg Pierce, SPARKS! Marketing Communications
Jeff Plummer, S & L Productions, Inc.
Tom Rayner, Plumb Construction Company, Inc.
Jaron Rice, Magothy Payments
Blaine Shipler, PNC Bank

Legal Counsel – Non-Voting

Kimberly S. Grimsley, Esq., Oliver & Grimsley



Greater Maryland Service Area

Allegany
Anne Arundel
Baltimore
Baltimore City
Caroline
Carroll
Cecil
Dorchester
Frederick
Garrett

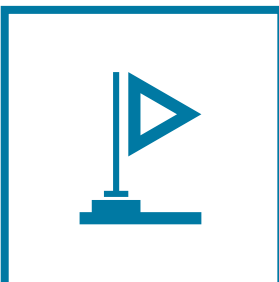
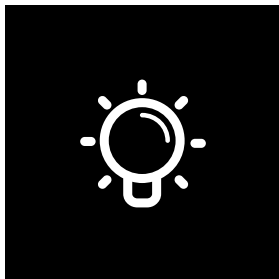
Harford
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Kent
Queen Anne's
Somerset
Talbot
Washington
Wicomico
Worcester

Year At A Glance

BBB of Greater Maryland holds businesses and charities accountable to high standards of honesty, integrity, and fairness. We are local and responsive and assist in resolving disputes between businesses and buyers

“ *BBB allows companies like ours, who have worked hard for decades, to build trust with our clients, while providing excellent customer service.*

” *- Sabrina T, Talon Construction, Inc.*



Local Impact

Inquiries: 1,955,019

Website Users: 1,414,169

Website Pageviews: 5,783,377

Hotline Phone Calls: 3,671

ScamTracker Reports: 455

Complaints: 10,371

Resolution Rate: 77%

Customer Reviews: 4,203

Voted one of the Daily Record's winners for **Best Mediation Firm**

Market Share: 3.1%

MD Businesses listed on bbb.org: 46,269

2018 Torch Awards for Ethics



Synchronicity Boutique - 2018 Winner

Owner, Karen Mazer, has established a fashion forward, customer service driven, special occasion dress and accessory business that truly puts its customers first.



Friedman, Framme & Thrush - 2018 Winner

Managing Principal, Bill Thrush, sees this law firm's commitment to community involvement as going beyond just the legal community, expanding to the larger global community outside of the legal profession.



BBB of Greater Maryland's Torch Awards for Ethics were held at the Baltimore Museum of Industry on September 27, 2018.

The Torch Award for Ethics is BBB's premier, public recognition of businesses that embody the non-profit organization's mission of advancing marketplace trust.

The application process is extensive and requires examples of how a business has operated over time. The entry must illustrate how the business exceeds marketplace standards for ethics and integrity in its relationships with customers, employees, suppliers, peers and the community.

Business Engagement

BBB of Greater Maryland connects with the local business community by attending and hosting an array of events including the Baltimore Business Journal's Business Expo and BBB's Meet the Mentors panel discussion.



Baltimore Business Journal Expo (October, 26 2018)

Connected with hundreds of local business owners to educate and spread awareness for BBB's programs including the "Building Better Business Behavior" curriculum, Torch Awards for Ethics, Spark Awards, and more.

Meet the Mentors (November, 8 2018)

Featured experts in accounting/taxes, finance, leasing/commercial real estate, cybersecurity, marketing/public relations, workplace safety, and business owner advisory services. Panelists identified questions every business should ask to survive and provided one-on-one, micro-meetings

“ *The Better Business Bureau's Meet the Mentors event provided insightful strategies for helping entrepreneurs succeed in growing and protecting their business. The one-on-one time with the mentors allowed you to continue the conversation even after the panel ended.*

” - Sharon Mostyn, Mostyn Marketing Group



Small Business Saturday Appreciation Series.

BBB's booth at the Maryland's Fall Home & Garden Show helped educate attendees about our BBB programs and highlighted the Accredited small business community. Each exhibitor had an opportunity to take a photo holding one BBB's Eight Standards of Trust and share the image using the hashtag: #SHOPSMALL



Professional Team



Name : Mr. John Doe
Position : Lorem Manager
Experience : 20 years

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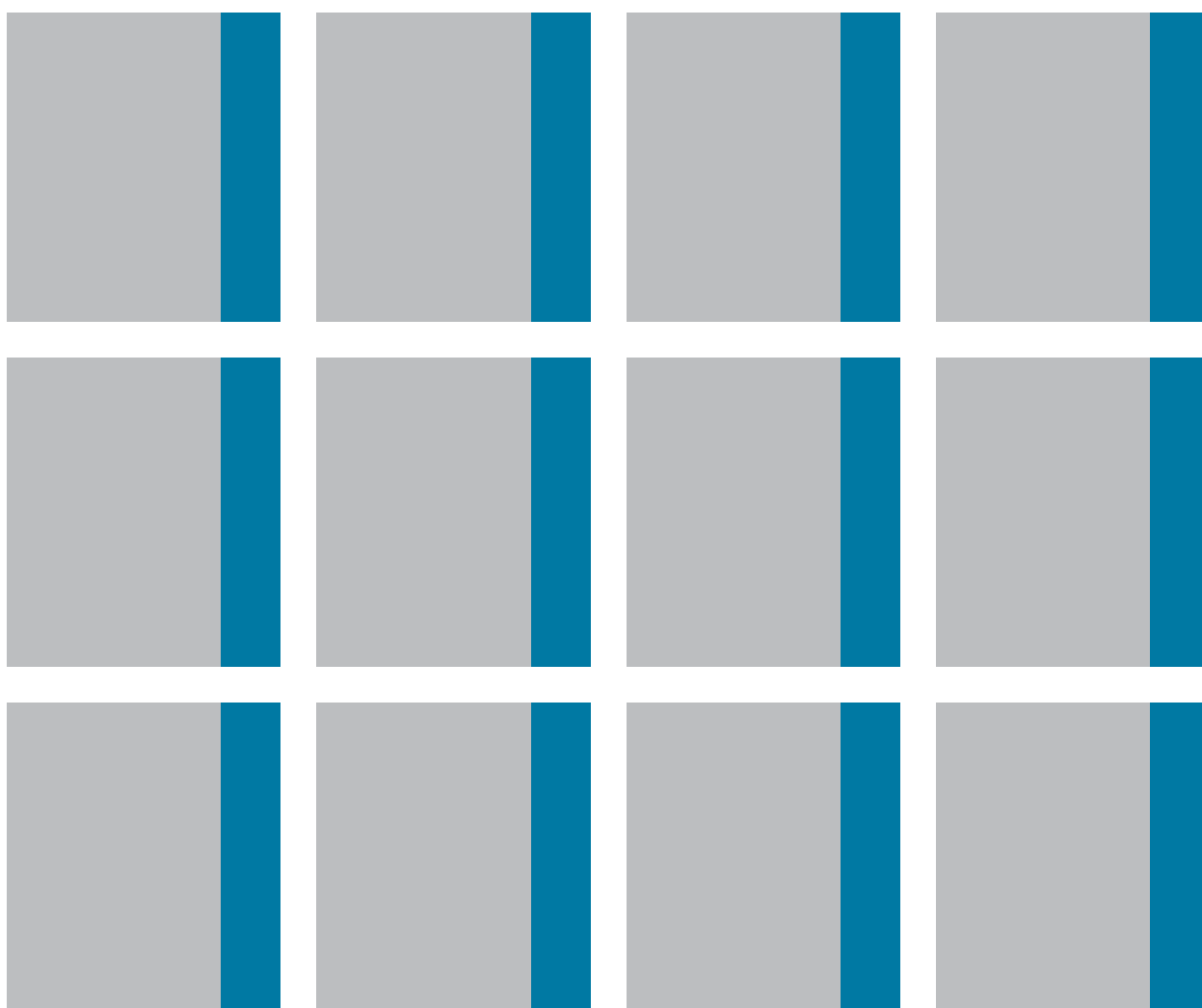
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Position : Lorem Manager
Experience : 20 years

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2018 Financial Report

TOTAL ASSETS

\$383,302

TOTAL LIABILITY

\$243,858

TOTAL EQUITY

\$139,302

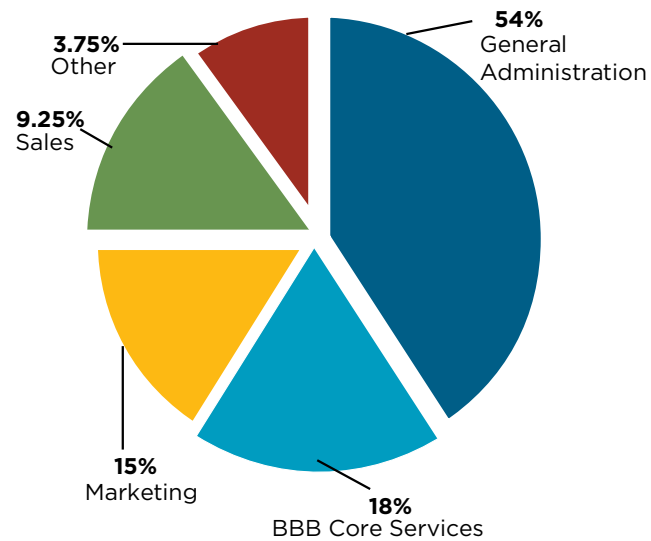
General Administration	\$ 1,108,252
BBB Core Services	\$ 369,417
Marketing	\$ 307,848
Sales	\$ 189,839
Other	\$ 76,961
Total Expense	\$ 2,052,317

Accreditation	\$ 1,692,003
Co-Op Advertising	\$ 107,243
Events & Sponsors	\$ 94,714
BBB Service Income	\$ 8,055
Other	\$ 31,020
Total Income	\$ 1,933,035
Net Income	\$ (119,282)

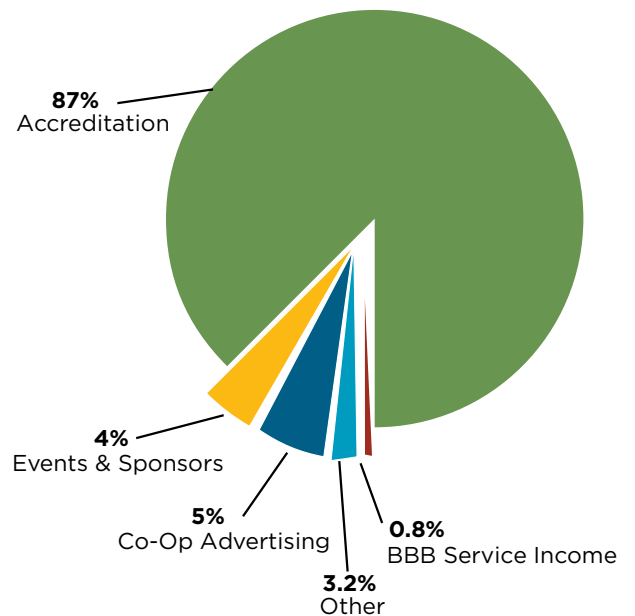
Reserves: \$ 170,797

Days of Reserves: 38 as of Dec. 31, 2018

TOTAL EXPENSE



TOTAL INCOME



Company Financial Statement

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Total	3,690,050	3,170,580	2,982,750

Market Share Data

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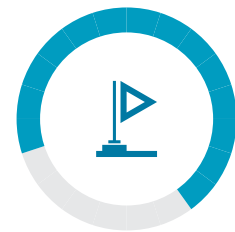
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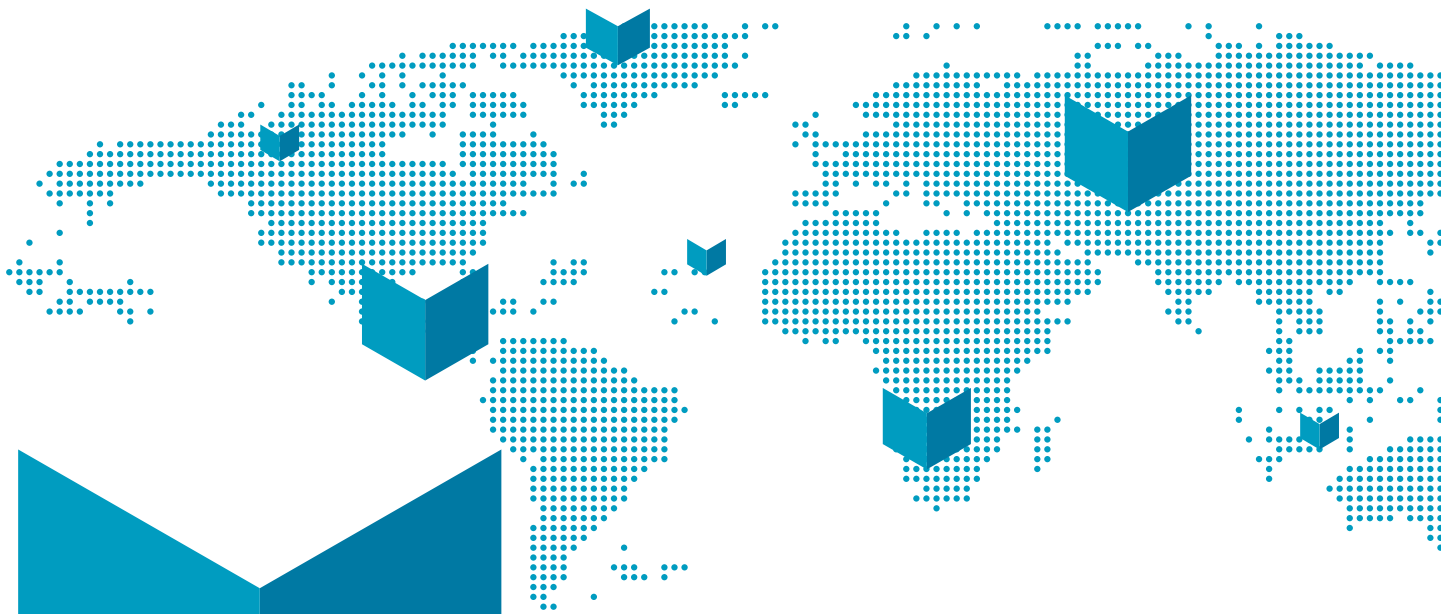
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Global Review



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Total	3,690,050



Annual Re-

2020 /



ANNUAL REPORT

2020 / 2021

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Address :

N : Your Business name
A : 123 Street Name, City Name
State, Country 12345

Contact :

P : +00 123 4567890
W : Example.com
M : Example.com

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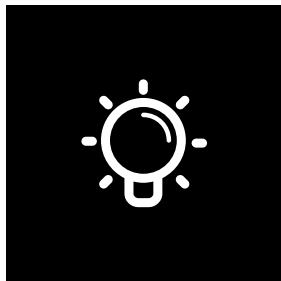
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- Mission & Vision 6
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- Market Share Data.....12
- Global Review..... 14

About Us

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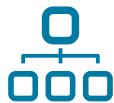


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Mission & Vision

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Professional Team



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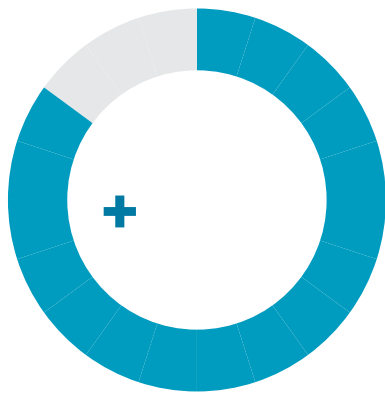
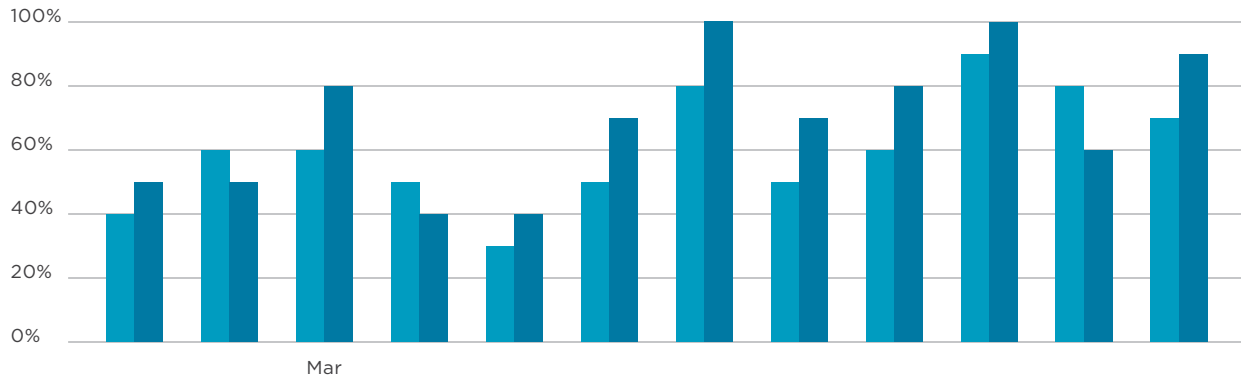
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Financial Report



247,190

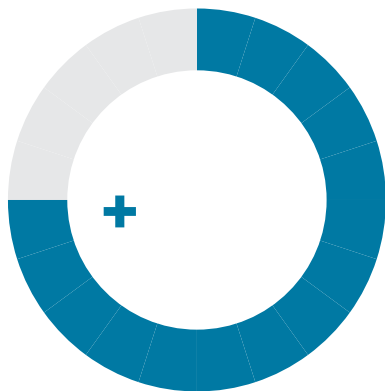
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Company Financial Statement

Porestiorem es plaudion	2019	2018	2017
1. Diaspelis magnist ma deliqua muscime	382,000	251,500	149,090
2. Quam aut lacia con eosnt volectem volupidunt	221,233	157,980	120,000
3. Cuscimincte sit labore maximo	89,700	34,900	23,830
4. Equatia quunt presequ iaspid quia dolore	65,000	86,000	72,090
5. Nonet unt offic tem qui ut maximus	23,590	42,909	26,000
6. Dolorestibus mollaut vero cus	112,930	98,000	78,000
7. Blatquundi autem	352,520	260,050	112,030
8. Equatia quunt presequ iaspid quia dolore	109,000	98,202	56,000
9. Ellorro maximuscit iderumque dionsecus	76,550	68,000	50,900
10. Comnima ximilitate aut res qui adiorescim	98,990	95,031	71,050
11. Quatibus dolupti serum hitatur accus	130,000	114,112	109,000
12. Nimos volorec erectam, senim et aut quaerib	259,250	159,450	120,360
13. Dionsecus mo eos eos ad qui comnima	303,000	290.450	222,000
14. Orate eos aut mos excea conecto int	125,050	97,000	102,700
15. Usandae rumquidi cum int po	56,990	68,020	40,600
16. Illantotae conse voluptaque postiur	83,260	70,320	60,200
17. Abeime pra quaerib usandae rumquid	205,890	198,230	157,303
18. Nempore volut omnimusam etur	67,060	45,000	34,950
19. Poria volupta quidemperiae omnienesti	112,659	106,870	90,350
Total	3,690,050	3,170,580	2,982,750

Market Share Data

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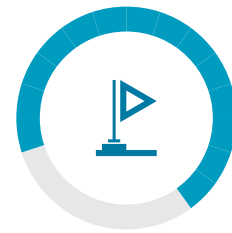
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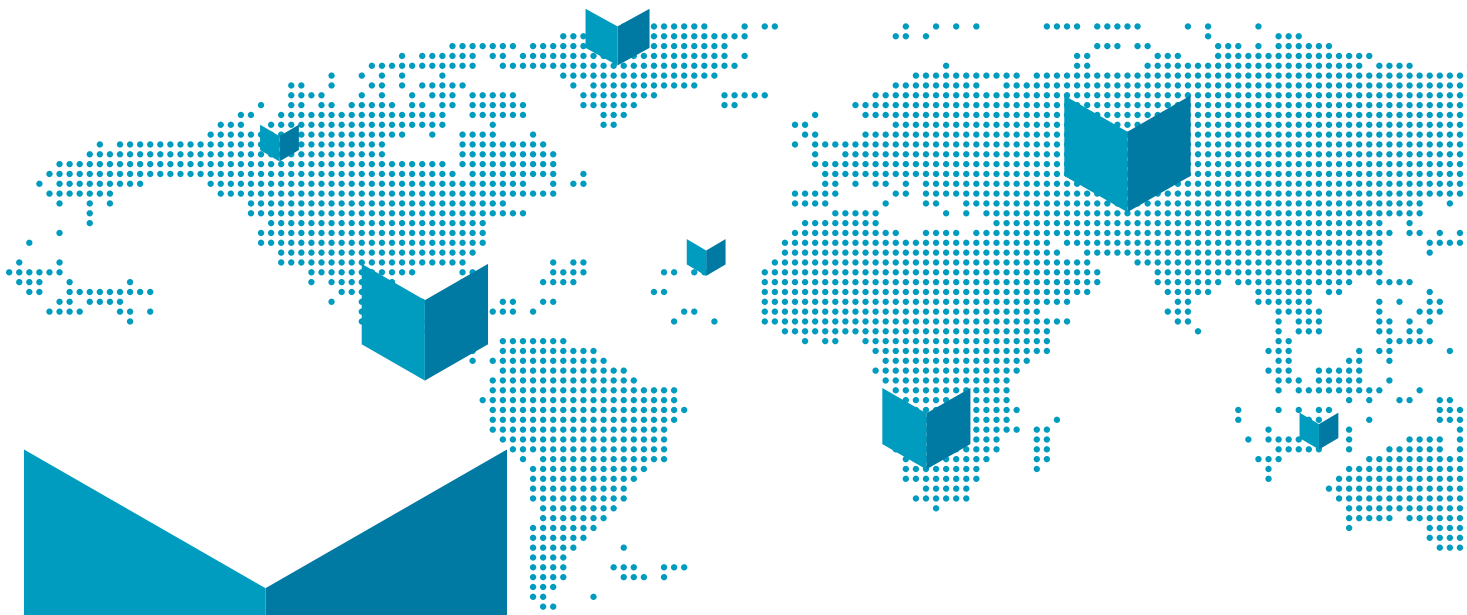
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+42,970 \$

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Global Review



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142,980

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382,120

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172,450

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➤ Equatia quunt presequ iaspid quia dolore	65,000
➤ Nonet unt offic tem qui ut maximus	23,590
➤ Dolorestibus mollaut vero cus	112,930
➤ Poria volupta quidemperiae omnienesti	112,659
Total	3,690,050



Annual Re-

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