

## **What is BBI?**

Business Bureau Investigation “BBI” is an agency responsible for investigating conflicts and issues arise between “business / business” or “consumer / business”, assess and evaluate the situation, make recommendation to resolve the matter, and if necessary taking action against default party starts from imposing sanctions up to legal action.

## **What is BBI Rating?**

BBI rating is an opinion of the business based on ongoing review/update information about the business collected from the agency channels and consumer review. BBI rating does not guarantee the credential of a business, its reliability nor performance. Consumer preferably take extra measure in addition to BBI rating.

Business rating can be affected by insufficient information despite request, un-responding demand for dispute, delay or refuse answering BBI agents.

Any business does not apply or some data is missing will not receive any rating and will be marked as N/A until complete data is received and verified.

Generally, BBI rating will explain the most significant factors that elevated or dropped a business rating.