

Member Newsline

June/July 2005

Vol. 26 No. 6



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MEMBER
Greater Iowa
Quad Cities
Siouxland Region

The BBB Member Newsline (USPS 112-950) is published monthly except June-July/Nov.-Dec. by the Better Business Bureau 505 5th Avenue, Suite 950 Des Moines, IA 50309

Subscription rate:
\$10.00/yr. to members.
Periodicals postage paid at Des Moines, Iowa.

Postmaster: Send address changes to:

BBB Member Newsline,
Better Business Bureau
505 5th Avenue, Suite 950
Des Moines, IA 50309

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Call 515-243-5027 or 1-800-222-1600 for details.



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Did Someone Steal Your Computer Modem?

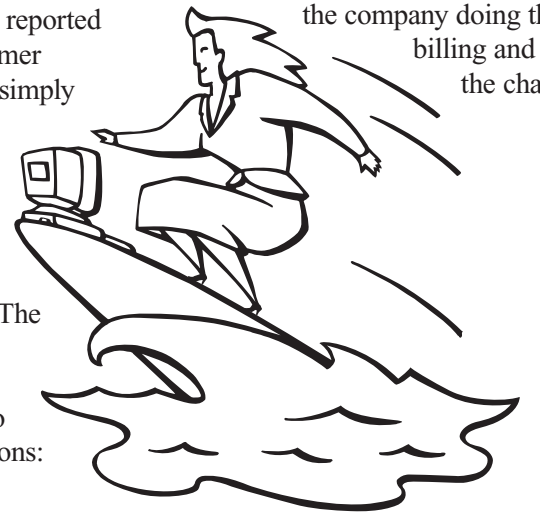
Judging from complaints received by the BBB's, state and federal agencies and telephone service providers, "modem hijacking" is on the rise. Victims discover that their computers have been programmed to make international calls, without their knowledge. Typically the hijacking occurs when a customer with dial-up access to the Internet clicks "I Accept" or "Yes" on certain pop-up ads that offer "free" Internet content. According to the Federal Trade Commission, these scams are frequently associated with adult sites. The sites claim to be free then prompt the user to download a viewer or dialer program.

Once the program is downloaded, the software reconfigures the customers modem to dial international calls. Calls are then dialed automatically at random times without the customer's long distance carrier, to international destinations. Hijacking can also affect broadband customers who have a dial up line for faxes connected to their computer. There have been reported instances in which a consumer triggered the download by simply attempting to close the pop-up ad.

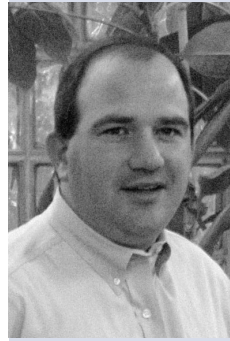
Victims typically become aware of the problem when the charges show up on their long distance bill. The BBB advises consumers, particularly those with dial up access to the Internet, to take the following precautions:

1. Consider a dedicated phone line for your computer, restrict it to local calls and disconnect the line to your modem when it is not in use.
2. Make sure your modem makes an audible noise when dialing a phone number so you can be aware when a new connection is being made.
3. If you see a dialog box on your computer indicating that it is dialing when you did not direct it to, cancel the connection and hang up.
4. Beware of the dangers of downloading viewer or dialer software and read online disclosures carefully.
5. Consider installing a program to block pop up ads and identify and remove the types of programs that may be associated with modem hijacking scams.

If you believe you are the victim of modem hijacking, save your bill as it may help identify the scammers when you report the incident. Contact the company doing the billing and dispute the charges.



President's Message



"Don't Get Suckered" at the Fair

This August, the BBB will be a first time participant at the Iowa State Fair. Over 1 million people attend, and

we want to tell them all about how we work to promote integrity in the marketplace. We want them all to know your membership in the BBB has real meaning and is important.

Getting the Better Business Bureau to the Iowa State Fair is a great story that started about a year ago.

Many of you have had the privilege of interacting with Madeline Storey, the Vice President of Everything here at the Bureau. She is the fire in the BBB's torch. Her two decade career at the BBB (starting when she was 12) has had an immeasurable positive impact on ethical businesses in our communities. I rely on her advice and counsel every day.

Last year, my family and I attended the Iowa State Fair just as we always do. While walking around the fairgrounds and seeing all the businesses promoting themselves, I decided to take our sales team back to the Fair to scour the grounds for potential members. Who could argue with this targeted strategy for membership development? Madeline.

When I announced that some of us were taking a few hours away from the office to go to the Fair to solicit memberships, Madeline fell out of her chair. "Is there anyplace in the world with a higher concentration of questionable selling tactics than the

Varied Industries Building at the Iowa State Fair? Membership in the BBB is by invitation only...and we don't want everyone. We are selective because membership means something more than having a fancy demonstration of sharp knives!!!" she said. (or maybe yelled!)

I tried to make sense of it for her... noting, there are many good businesses at the Fair. "We should help differentiate our members or we could thank our members for promoting their membership at the Fair, we could..." None of this was working.

Madeline then said, "If the BBB has a role at the Iowa State Fair, it should be EDUCATION! We should help educate consumers about their own protection and educate everyone about the great businesses who are members of the BBB." She had no idea how much work she just created. What a wonderful idea, and, later in the winter, our whole staff team prioritized the State Fair as a key goal for our Bureau for 2005.

The Better Business Bureau, one of Iowa's largest business associations and premier promoter of ethics in the marketplace will be at the 2005 State Fair. Our plans are taking shape. We

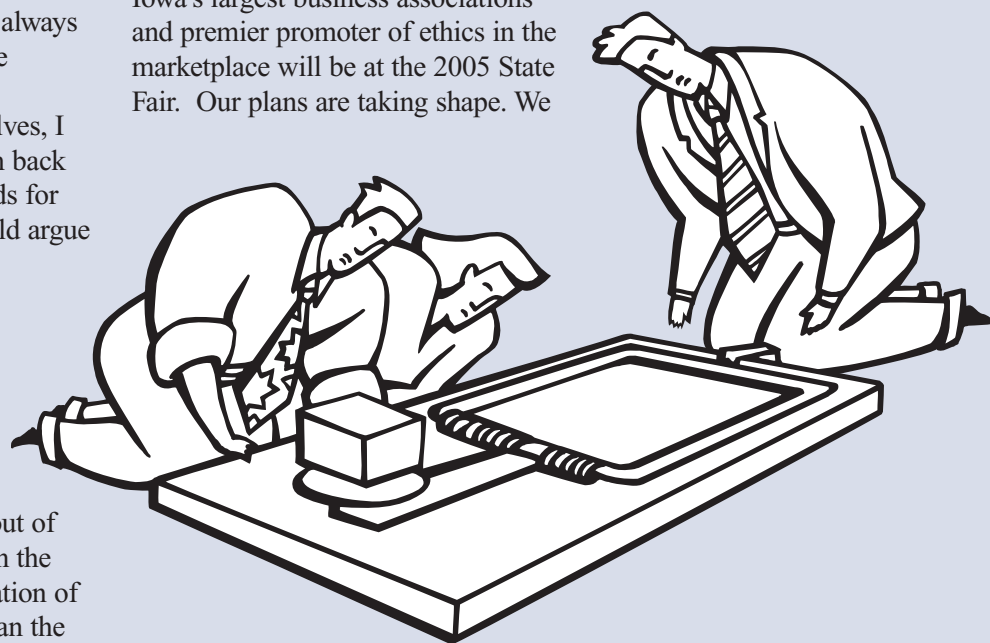
will have a great booth and many opportunities to interact with consumers and business owners. We hope we get to visit with you! Our exhibit theme is straightforward: "Don't Get Suckered." If you stop at the BBB exhibit, we'll have a computer to check your BBB report, tips for businesses and consumers, and a sucker for everyone.

One important strategic goal is to create a more visible profile of the BBB in our communities. We think the Iowa State Fair will enable us to continue this effort, resulting in a more valuable membership for your business.

Great thanks to the wonderful partners I have at the BBB, including a very wise Madeline Storey. We are all working to improve the services of the Bureau and maximize your investment in our organization.

See you in the Varied Industries Building at the Iowa State Fair, August 11th to 21st!

Chris Coleman



Exciting Integrity Award Changes Announced

The Better Business Bureau's Integrity Awards for business and students is set to expand and improve. For over a decade, the BBB has recognized outstanding examples of ethics and integrity by highlighting businesses throughout Iowa through this sought-after award. Several years ago, the BBB implemented a scholarship awards program for young leaders, which is now a model for student awards developing around the country.

Tom Boesen, President of Boesen the Florist, is the Integrity Award Chair and has proposed several enhancements to make the program even stronger. These recommendations were adopted by the BBB Board early this summer.

"There are hundreds of awards in the state for businesses, but none as important as the BBB's Integrity Awards. This award is the most prominent of them all because it's based on values that we know are the most important," said Tom Boesen. "Every business owner wants a legacy, and this award is the best tribute to a person's character. My company was honored with this award - and it's the one thing I'd like my children and grandchildren to know about the kind of business I run."

Here are just a few of the changes in store:

- The events will become a springtime event. This year the ceremony in Central/Western Iowa will occur on Friday, April 7, 2006 in West Des Moines. The event in Eastern Iowa will occur two weeks later in the Quad Cities.
- Sponsorship interest continues to grow which will enable expanded awards and promotion.
- The ceremony itself will be even more exciting with outstanding visual presentations of the winners.
- A well-known keynote speaker will mean you will not want to miss this event.
- Media sponsors will partner with the BBB to further enhance the awards.

Please begin thinking of businesses that represent the very best qualities we admire. We need your assistance through

nominations of businesses who are deserving of this honor.

This year promises to be the best and most visible year for the BBB's Integrity Awards. We are more than a complaint warehouse. This event is a critical part of our mission: promoting integrity in the marketplace.

If you have questions, or ideas, or would like to consider a sponsorship of this event, please contact Chris Coleman at 515-243-5027.

Is Your Teen's Identity Protected?

The parents of teenagers spend many hours teaching them how to drive safely, discussing the importance of an education and warning about the dangers of illegal drugs. Now they can add identity theft to the list of items meriting special attention. Identity theft is an ever-increasing threat for all consumers, but children and teenagers make particularly good targets. That is because they have "unblemished" credit records, indeed, they have no credit records at all! Therefore, once their identity is stolen it can go undetected for months, if not years, and teenagers and children are likely to be ignorant to any signs that their identity has been compromised.

What can parents do to protect their teens and pre-teens? The key to shielding your kids from identity theft is to protect their personal information and teach them to carefully question anyone who requests their Social Security number, bank account number, credit card number or other personal financial information.

Our bureau commonly receives calls from concerned parents whose children have signed up for, or purchased goods or services over the internet. It's important for parents to talk to their children about why he or she should not give out personal financial information in response to phone calls from telemarketers or e-mails from unknown individuals or businesses while also making sure to stress the importance of safeguarding information on the internet.

Some warning signs of identity theft include pre-approved credit card offers arriving in your child's name, unfamiliar bank, credit card or other financial statements that are in your child's name and collection agency notifications or calls in your child's name. If you believe your child's identity may have been compromised, visit the ID Theft Resource Center on the Federal Trade Commission Web site at www.ftc.gov.

Part of the Problem or Part of the Solution?

There's an old adage, if you aren't part of the solution then you are part of the problem. When it comes to the prevention of identity theft and the protection of the personal information your company keeps and maintains on their customers, it's imperative to be part of the solution. Adequately securing customer information is not only the law, it makes good business sense. It's almost impossible to be in business and not collect or hold personal identifying information. If this information falls into the wrong hands, it could put your customers and you at risk. When you show customers that you care about the security of their personal information, you increase their level of confidence in your company.

When a consumer checks a bank account, registers to receive information or purchases a product or service, the business then becomes a custodian of the consumer's personal information. This is a major component of consumer security. An employee processing a consumer's payment or a consumer checking his or her account balance may want access

to this information, but at the same time businesses face the challenge of securing it from access by external threats such as hackers or even by unauthorized insiders. Should a hacker gain access to a business' customer credit card database, for example, that intrusion may not only have serious consequences for that particular business and the consumer's financial well-being, but may also affect the consumer's confidence and willingness to engage in e-commerce generally.

Poorly managed customer data can lead to a myriad of problems for you and your customers. If one is not already in place, you should create an information security plan. Some guidelines for establishing a plan include:

1. Check references of employees having access to customer information;
2. Lock rooms and filing cabinets;
3. Use strong passwords of least 8 characters and change passwords periodically;
4. Encrypt sensitive customer information when it is transmitted

electronically or stored online;

5. Refer requests for customer information to designated individuals with safeguard training;
6. Recognize and report fraudulent attempts to obtain customer information;
7. Limit access to customer information only to those with a specific need;
8. Store electronic information on a secure server, maintain a secure backup and keep archived data secure;
9. Dispose of customer information in a secure manner;
10. Notify customers promptly if their nonpublic personal information is subject to loss, damage or unauthorized access.

In recent years, changes in computer technology have made it possible for detailed information about people to be shared more easily. As personal information becomes more accessible companies and consumers need to take precautions to protect against misuse.

Marketing Minute

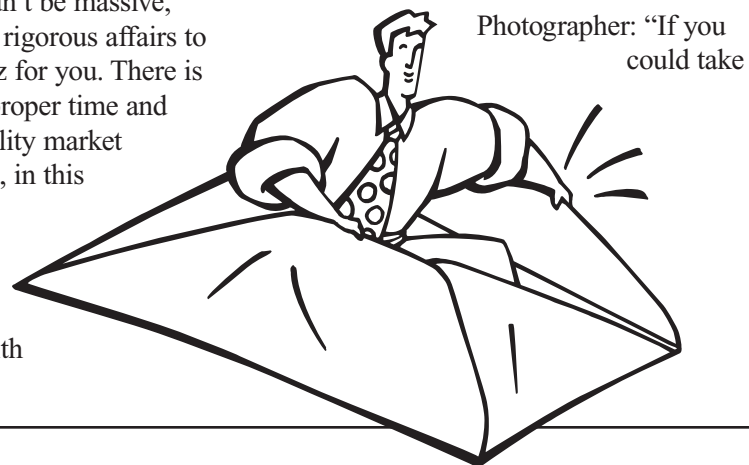
Playing 20 Questions

People are very curious about each other. Which is why the media loves surveys.

Surveys needn't be massive, scientifically rigorous affairs to generate buzz for you. There is definitely a proper time and place for quality market research. But, in this case, I'm talking about just polling your customers with

an interesting question that does not have an obvious answer so you can get some press coverage.

Wonder how you could adapt it to your profession?



Photographer: "If you could take

only one photo with you before evacuating your home, which would you choose?"

Restaurant owner: "Do you count calories when you go out to eat?"

Computer consultant: "Do you ever talk to their computers (cursing and coaxing included)."

If nothing else, it's great for newsletter filler...and just sparking a conversation with your customers!

The Marketing Minute is brought to you by McLellan Marketing Group, where strategy and passion collide. Copyright 2005. All rights reserved.

Advertising Review

Advertising Review promotes truth in advertising to enhance consumer confidence in businesses that advertise. Following are cases that represent recent advertising review matters your BBB pursued. Challenges made by the BBB, using the BBB Code of Advertising, result from information given by consumers, competitors and through the BBB's own monitoring efforts. The fact that a particular business responds to a BBB challenge is a compliment to their willingness to cooperate with the BBB's self-regulatory process and not to be taken as an admission of impropriety on any advertiser's part.

Cartridge World, Davenport
Challenge: "Refill and Save Up To 50%"
Response: Company contested ad review

Paul's Studio/Photo Express, Moline
Challenge: "Free Family Portrait"
Response: Company substantiated ad

Quad City Bar & Stool, Silvis
Challenge: "See Us For The Best Quality & Lowest Prices Guaranteed!"
Response: Company agreed to modify future advertising

Slim USA, Clinton
Challenge: "Fat Cure Finally Revealed!"
Response: Company did not respond

Hi-Tech Hearing Care, Bettendorf
Challenge: "America's Largest Custom Hearing Instrument Company"
Response: Company clarified ad

Eriksen Chevrolet-Buick, Milan
Challenge: "Your Vote Is In!!! Eriksen Chevrolet-Buick Is Your #1 '04 Store!"
Response: Company substantiated ad review

Window Depot, Coal Valley
Challenge: "Best Price, Best Quality Guaranteed"
Response: Company substantiated ad review

Fireplace & Stone Center, Urbandale
Challenge: "Save Up To 35% Off / Up To 50% Off"
Response: Company did not respond

Mark VII, Pleasant Hill
Challenge: "*16.95."
Response: Company agreed to modify future advertising

Bud Mulcahy's Jeep, Des Moines
Challenge: "0% Financing or Up To \$4500 Rebate/0% APR for 60 months plus Up To \$3000 Combo Rebate/\$1000 Rebate plus \$1000 CFC Bonus Cash/Save Up To \$7000/Save Up To \$4000."
Response: Company agreed to modify future advertising

Hot Springs Spas, Urbandale
Challenge: "Win a \$4000 Fennelo Sauna"
Response: Company agreed to modify future advertising

Sunset Sales Inc, Marshalltown
Challenge: "RATES Now As Low As 5.5% APR"
Response: Company agreed to modify future advertising

Beneventi Chevrolet Inc, Granger
Challenge: "0% Financing Available- plus-\$1,000 Cash on Most New Chevys"
Response: Company agreed to modify future advertising

Turtle Bay Spas, Grimes
Challenge: "All Spas FREE for One Full Year (OAC) No Payments, No Interest for an Entire Year"
Response: Company agreed to modify future advertising

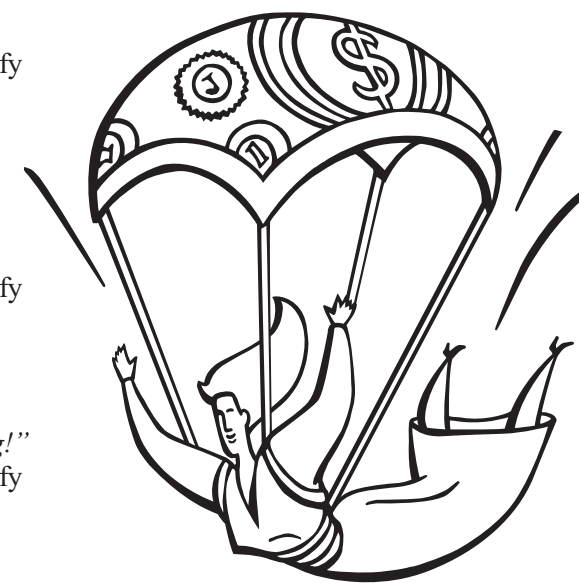
Matt Furniture, Spencer
Challenge: "12 Months NO Interest/FREE No Interest Financing!"
Response: Company agreed to modify future advertising

Allied Travel & Cruises, Johnston
Challenge: "Save Up To 40%"
Response: Company agreed to modify future advertising

Tips on Sweepstakes Offers

The BBB offers the following general information tips for dealing with notices that state you have won money:

- Are you being directed to pay a fee up front or purchase a product in order to "win" a sweepstakes contest or collect a sweepstakes prize? Legitimate sweepstakes don't require you to pay "taxes" or "shipping and handling" or any other fee to receive your prize. U. S. law prohibits requirements that you buy something to enter a sweepstakes contest or to receive sweepstakes mailings.
- Read the fine print on the sweepstakes offer or entry form. Usually it says something to the effect that you win, IF your number is selected or IF your number is one of the winning numbers.
- Be wary of any check enclosed with the promotion. The mailing of fake checks that don't clearly state that they are non-negotiable and have no cash value is against the law.



Happy Anniversary

The following businesses reaffirmed their dedication and pride in their commitment to fair, honest, and good business practices by recently renewing their BBB membership. The BBB appreciates their generous and vital support.

50+ Years

Allied Insurance
Easters
K P M G
O'Callaghan's
Qwest

25 - 49 Years

Belcher & Long
Carpetland USA
Davenport Cleaners
Dewey Ford
Earl May Seed & Nursery
Infomax Office Systems
Iowa Methodist Medical Center
ITA Group
Jerry's Homes
Lozier Heating and Cooling
Midwest Builders Inc of Iowa
Mitchell Transmission
Northwest Carpet One
Ogden Telephone Company
Praxair
R S M McGladrey
Reynolds & Reynolds
Wagner Johnson & Rasmus
Wellmark/Blue Cross Blue Shield of Iowa

10 - 24 Years

Anchored Walls
Aurorama R V Center
Bettendorf Office Products
Boat's Home Furnishings
C & J Leasing
Cable One
Cactus Jack's Marketing
Day Star Jewelry
Deere & Company
DeNeve Construction
Drew Law Firm
E E Briggs Sodding
Engineering Plus
First Choice Mortgage
I H Mississippi Valley Credit Union
Iowa Lumber & Construction
K V F Quad
Ken's Quality Auto Body
Kennedy Marine
Kohles & Bach Heating &

Cooling

Mail House
Martens and Company
Mary Duval Hearing Aid Center
Mason City Glass Service
Merrill Axle & Wheel Service
Midwest Construction & Supply
Midwest Seamless Vinyl Siding
Mozak's Furniture Market
MusiciansMart.com
N McCormick & Associates
Overhead Door Co of Cedar Rapids
Refractory & Insulation
Security Locksmiths
Springer Pest Solutions
The MARK of the Quad Cities
Total Truck Service Center
Tri-City Blacktop
Tri-City Electric Company of Iowa
Trilogy Systems
TruGreen-Chemlawn
Vodaci Technologies
Voss Bros Plumbing & Heating
Waddle Exteriors
White Roofing

5 - 9 Years

All Makes Office Interiors
American Bank & Trust
American Eagle Home Improvement
B G Brecke Mechanical Contractor
Baker Communications
Baker Electric
C B M S
Central Scott Telephone
Creative Innovations
Cribbs Landscaping
Maintenance
Dave's Floor Trends
Des Moines Steamway
Dreyer Marketing
FiberComm
First Choice Mortgage
Hans Body Shop & Used Cars

Holt Plumbing & Heating

Home Valu Interiors
Knudsen Construction & Remodeling
Lynch Brothers Roofing
M T I Communications
Maximum Consulting
Mediacom
Mel Foster
Mid America Builders
Nelson Builders
Oaks Construction
Ohana Steakhouse
Plains Mechanical Services
Quad Cities Automatic Pools
Renaissance Construction
Riverbend Home Mortgage
Robert L Johnson Disability Consultants
Rubber Roofing Systems
Rudy's Tacos
SAS Entertainment
Steve Hale EA CFP
Sunset Lakes Resort
Thiel Motor Sales
Two Men And A Truck
US Window
W H B F/TV 4
Watts Vault & Monument
Webster Electric
Westside Auto Pros
Wright Companies

1 - 4 Years

A-1 Alarm
Accounting Associates of Indianola
Active Thermal Concepts
Adel Tire & Service
Alan's Seamless Gutters
All Iowa Pool & Plumbing Supplies
Allen L Kockler
Alpha Omega Carpet Cleaning
Anderson Professional Painting
Arbors By Design
Bandag Employees Credit Union
Beaverdale Roofing
Bellevue Building Supply
Benway Concrete

Bi-State Radon Mitigation

Bill Beemer Well & Pump Service
Bill's Heating and Air Conditioning
Borgstahl Plumbing
Brad Holkamp Automotive
Brown Inc
Bud Lemke Masonry Contractor
Builders World
Captured Expressions
Centurion Stone of Iowa
Chariot Construction
Chas W Goering
Check Smart
Chuck & Larry's Transmission
Collins Community Credit Union
Computer Express
Consumer Mortgage of Iowa
Construction Professionals
Cook Consulting
Cottman Transmission
Craftsman
Crown Cleaners
Current Electric
Custom Closets & More
Daniel Dietz Construction
David Laugerman Architects
Davidson Jewelers
Dewitt Refrigeration Heating & Cooling
Earth Surgeon Supply
Enviro Clean Technologies
Eye Designs
Floor Krafters
Freiburger Concrete & Top Soil
Furman Corporation
German Plumbing Heating & Cooling
Glass Professionals
Greenfield's Professional Auction Service
Grimes Plaza Veterinary Clinic
H C I Construction
H Coopman Trucking & Excavating
H H D Construction
Hallett Materials
Hawthorne Direct

Happy Anniversary

HealthFirst Chiropractic of

Estherville
Heartwood House
Hedberg & Son Roofing
Holiday Inn Davenport
Hubbell Homes
Hudson Hardware Plumbing & Heating
Hunter Clinic of Chiropractic
Integrity Hardwood Floors
JR Investigations
J & J Garages
J & P Cycles
Johnson Heating Air Conditioning & Refrigeration
Johnson's Moving & Storage
Joseph Architectural Group
Julia's Farm Kennels
K H I Inc Complete Vehicle Services
K O Waterproofing
K-9 Child Dog Day Care
Kaufman Construction
Kayser Hearing Aid & Audiology Center
Kermco-DeHaai
Kymbyl Komplete Kare
Lake Panorama Realty
LaMar Advertising
Larry Elwood Construction
Lawson's Construction
Leaf Guard of Central Iowa

Liberty Home Loans

Lichty Auto Repair
LightEdge Solutions
Lint Millwright
Masonry Products
Master Tool & Manufacturing
Mathes Janitorial
McFarland Heating & Air Conditioning
McRae Appraisals
Merritt Research Services
Midstates Development
Midwest Frame and Axle
Midwest Pallett
Midwest Sales
Midwest McMurrin Trucking
Miles Consulting
Miner Plumbing
Morgan Stanley
Mortgage Innovations
Mortgage Specialists of Iowa
Moser Family Pharmacy
Murphy Construction
Music Connection
Music Go-Round
Nall Custom Pools
National Board Specialists
NetConx
New Windows For America & Gutter Topper of Siouxland
Oakwood Homes
Osage Auto Body
Pacha Crane Services

Pension Plan Services

Photo Pro
Pillar To Post
Pinnacle Engineering
Preferred Pest Control
Professional Plumbing Services
Prosthetic Laboratories
Prudential Partners Real Estate
Quantum Construction
R K Dixon Company
Randy Wessling Construction
Ray-Man Inc
Regency Homes of eastern Iowa
River City Paint & Supply
Riverside Collision Repair
Russell Consulting Group
S & K Home Repair
S J Construction
Saddlebrook Homes Development
ServiceMaster Clean
Scotty's Body Shop
Shapely Insurance
ShIPLEY Construction
Simon Welding
Sparklewash of the River Valley
Sport Court of Iowa
Spring Valley Wireless
Stefanik Home Improvement & Construction
Stewart Electric

Stonegate Property Inspections

Sunset Sales
Super Gro of Iowa
Superior Labels
Taber Asset Management
The Dispatch
The Furniture Barn
The Legacy Golf Club
The Mac Doctor
Timmerman Construction
Trailblazer Builders
Tri State Siding & Windows
Tri-State heating and Electric
Truck Leasing
United Real Estate Solutions
Uthe's Corner Repair
V S R Financial Services/Mark Ellingson
Van Kooten Building
Van Voorst Equipment
Van't Hof Concrete
Viking Construction
Villa Montessori School
Visual Impact Hair & Tanning
Watts Funeral Home
Wells Hearing Aid Service
Wiese Construction
Wild Horse Trading
Window Experts
Wold's Service and Wold Rim & Wheel Service
Ymker Insulation



Did You Know?

The Better Business Bureau is a public service organization committed to ethical, responsible conduct in the marketplace. Through the support of business members sharing its goals and standards, the BBB offers programs which promote informed buying and giving decisions, truthful advertising and selling practices, and the resolution of marketplace disputes. The Better Business Bureau does not endorse any company, product or service.

Top 10 Inquiries

1. Mortgage Companies
2. Insurance Companies
3. Siding Contractors
4. Roofing Contractors
5. Appliances - Service & Repair
6. General Contractors
7. Construction & Remodeling Services
8. Work-At-Home Companies
9. Manufacturers
10. Auto Dealers

Top 10 Complaints

1. Computers/System Designers &
2. Consultants
3. Fulfillment Services
4. Appliances - Service & Repair
5. Mortgage Companies
6. Financial Services
7. Optical Companies
8. Telephone Companies
9. Auto Repair & Service
10. Lawn Maintenance

A Warm Welcome to Our New Members

A company cannot just "join" the BBB by paying dues. It must have a history of ethical practices and adhere to fair advertising and selling standards. We thank our new members who are telling their customers and neighbors that they want to do their part to make their community a good place to work and live, and that they believe in business self-regulation and consumer education. We urge fellow members to support our new "partners" whenever possible by looking for the BBB torch before they make a purchase.

Thank you for your support and welcome aboard!

ADAIR

Adair Lumber Company
Lumber-Retail

Marvin Fett Construction
Contractors-General

ALBION

Judith Pulse Reflexology *
Reflexologists

ANKENY

Ankeny Sanitation
Refuse/Trash/Waste Removal

B&B Home Improvement
Construction & Remodeling Services

Bob Brown GMC Isuzu
Auto Dealers-New Cars

Metro Health & Fitness *
Health Clubs

Powerhouse Electric, *
Electric Contractors

Quality Traffic Control *
Traffic Signs, Signals & Equipment

Sunroom Escapes
3 and 4 Season Rooms

Timber Ridge Homes *
Home Builders

Time Saver Home Services
Undeground Wire & Cable

Wittenbeck Memorial
Funeral Related Services

Woody's Auto Repair Service *
Auto Repair & Service

BETTENDORF

Holiday Inn Bettendorf *
Hotels

Preston Service Company *
Cleaning / Janitorial Services

Robert's Lawn & Landscape *
Landscape Contractors

BOONE

S&H Motor Company *
Auto Dealers-Used Cars

Wooden Concepts
Cabinet Makers

CEDAR FALLS

Cottonwood Canyon Coffee
Coffee and Tea

CEDAR RAPIDS

Action Services
Toilets-Portable

Aler Construction *
Construction & Remodeling Services

BDV Welding & Repair
Welding

Birds Eye View Home Inspections
Inspection Service

Bulk Bag Services
Waste Reduction, Recycle Service-Industrial

Raynor Door Company of Cedar Rapids *
Overhead Garage Doors

Feaker Painting *
Painting Contractors

Heartland Career Partners *
Career & Counseling

Jack Henry Salon & Spa
Beauty Salons

Jones Automotive
Auto Repair & Service

M.R.S. Appraisals
Appraisers

Model Painting Company
Painting Contractors

Netom Enterprises *
Glass-Auto, Plate, Window/

Plasa Auto Repair *
Auto Repair & Service

Sadler Machine Company
Machine Shops

Showbiz Screen Printing *
Screen Printing

Stark Snow Removal and Landscape
Lawn Maintenance

CHARITON

Gilworth Furniture
Furniture-Retail

CHARLES CITY

Greig R. Grimm DDS *
Dentists

CLEAR LAKE

Compu-MD
Computers-Networks

CLIVE

Action Concrete *
Concrete Contractors

All-Iowa Score Tables *
Advertising Specialties

Davis Homes of Iowa
Home Builders

Dragon Fire Comics *
Comic Books

E and R Furniture Repair
Furniture Repair & Refinish Supplies

Iowa Lighting & Controls
Lighting Fixtures-Retail

Larson Technical Services
Computers-Service & Repair

Universal Concrete
Concrete Contractors

Universalink Corporation
Investment Advisory Service

CORALVILLE

Case-Webb Concrete Construction Company
Concrete Contractors

CUMMING

Gustin Electric *
Electric Contractors

DAVENPORT

S & S Concrete
Concrete Contractors

DES MOINES

Alpine Chimney Sweep
Chimney Cleaning

Animal Rescue League of Iowa *
Animal Shelters

Matt Grohe Realtor
Real Estate

Metropolitan Properties
Real Estate Management

Olson Law Office
Attorneys

Scott's Automotive Service
Auto Repair & Service

Visual Impact Hair & Tanning
Beauty Salons

DUBUQUE

American Imaging Supplies *
Office Furniture & Equipment-Dealers

Essenhaus Catering *
Caterers

Gracious Glass *
Glass-Stained & Leaded

RoofCo
Roofing Contractors

DUMONT

Double K Cattle Company
Meat-Retail

DYSART

Dysart Trucking
Trucking-Heavy Hauling

Rowan Equipment & Fabrication
Machinery Rebuild & Repair

FORT ATKINSON

Bushman Trucking *
Trucking-Motor Freight

GILBERT

Mullenbach Construction *
Dry Wall Contractors

GILBERTVILLE

Cornerstone Tap
Restaurants

GRAND JUNCTION

Neese *
Farm Equipment

GRIMES

AOI of Des Moines *
Interior Decorators & Designers

Bullseye Trucking *
Trucking-Heavy Hauling

Dormark Construction Company
Steel Fabricators

Grimes Automotive *
Auto Repair & Service

Liberty Ready Mix *
Concrete Contractors

Premier Concrete Pumping
Concrete Pumping Service

UTS Transportation Service *
Trucking-Motor Freight

HAZLETON

Chuck Watson Construction
Contractors-General

INDEPENDENCE

Cy & Charley's Tire & Appliance *
Tire Dealers

INDIANOLA

Countryside Kennels
Pet Boarding & Sitting Services

Midwest Construction Contractors
Concrete Contractors

IOWA CITY

Auto Tech Center *
Auto Repair & Service

Babcock Air Repair
Heating & Air Conditioning

M.R.S. Appraisals
Appraisers

The Haunted Bookshop *
Books-Used & Rare

Tjarks' Jungle
Pizza

William Easton Design
Internet Web Design

IOWA FALLS

Monroe Office Machine & Supply
Office Supplies

JOHNSTON

A C Tedesco
Concrete Contractors

Community Based Services
Nurses Registries

Dr. Vinyl of Greater Des Moines
Auto Detailing

Gallon Inc. *
Plumbing Contractors

Greener Alternatives Lawn Care *
Lawn Maintenance

Remodeling Contractors *
Construction & Remodeling Services

Village Veterinary Hospital *
Veterinarians

LE CLAIRE

Luxury Lawn's Landscape
Landscape Architects

Monarch Financial Services
Mortgages

MADRID

Davenport Concrete Services *
Concrete Contractors

MANCHESTER

Romar Funding Specialists *
Real Estate

MARSHALLTOWN

Brite-Way Electric *
Electric Contractors

MILAN

Therapeutic Oasis Massage & Spa *
Massage Therapeutic

MILFORD

Okoboji Avenue Inn *
Hotels

MOLINE

Blackhawk Title Company *
Title Companies

Christman's Wildlife Services
Pest Control Services

Color Works *
Screen Printing

Photo Club of America *
Photographers-Portrait

Retirement Resources *
Retirement Planning Service

MONONA

KISA Financial *
Financial Services

MUSCATINE

Harvest Catering *
Caterers

Knouse Construction
Contractors-General

OSCEOLA

Byerly Chiropractic Clinic *
Chiropractors D.C.

PLEASANT HILL

Rain Pro Lawn Sprinklers *
Garden & Lawn Sprinkler Systems

RIVERSIDE

Green Acres Tree Service
Tree Service

ROCK ISLAND

Illinois Casualty Insurance Company
Insurance

Kaiser Home Improvements *
Contractors-General

Rock Island Country Market
Dry Goods-Retail

SHEFFIELD

Creative Solutions Unlimited
Computer Software Publishers & Developers

SPENCER

Northwest Moving & Storage
Movers

STOCKTON

ABC Heating & Air Conditioning *
Heating & Air Conditioning

STUART

5 x 80 Realty Company *
Real Estate

URBANDALE

A1 Beverage Company
Vending Machines

Advanced Eye Care Center
Optometrists

Avid Solutions Inc
Steam Traps

Dealer Impact Systems
Computers-Systems Designers & Consultants

Dent Eliminators
Auto Body Repair & Painting

Foot Solutions *
Shoes-Orthopedic

Great Plains Mortgage Company
Mortgages

Midwestern Mortgage Group
Mortgage And Escrow Companies

The Electric Company of Greater Des Moines
Wire & Cable-Non-Electric

Urban Dogz *
Pet Grooming

WATERLOO

JVA Mobility *
Wheel Chairs

WAUKEE

Heartland Career Partners *
Career & Counseling

WEBSTER CITY

Monroe Office Machine & Supply
Office Supplies

WEST DES MOINES

Affordable Dentures
Des Moines Dentists

Compensation Designs
Business Consultants

Kidding Around
Clothes-Consignment & Resale

Qualified Plan Consultants *
Financial Services

RDS Group
Insurance

Regency Homes *
Home Builders

Signature Financial Services
Financial Planning Consultants

Time Cracker Gifts *
Gift Shops

WILTON

R & D Construction
Finishing Carpentry/Trim

*Denotes Membership Identification Program participant (MIP)

Denotes membership in BBBOOnline