

BETTER BUSINESS BUREAU REPORT

SEPTEMBER 2009 EDITION • WWW.BLUEGRASS.BBB.ORG

Start With Trust®

BLUEGRASS BUSINESS LEADERS

SAY WHY BBB ACCREDITATION WORKS FOR THEIR BUSINESSES!



Brother's Auto Sales
255 East New Circle Road
Lexington, KY 40505
Phone: (859) 294-9222
FAX: (859) 294-0664
www.brothersautosales.com

BBB Accredited since October 2003



Monthie Mechanical, Inc.
109 Westhampton
Lexington, KY 40511
Phone: (859) 255-8081
FAX: (859) 253-1106
www.monthiemechanical.com

BBB Accredited since March 1994

Kim & Jeff Monthie, Owners

Monthie Mechanical, which began offering heating, ventilation and air conditioning in 1993, has a mission statement: "Set the standards by which other HVAC companies are measured." Jeff and Kim Monthie say that being Accredited with the Better Business Bureau helps them maintain those standards of excellence.

"We consider the BBB one of our business partners," says Kim. "Not only is it a resource for the public, but for us as a business. And, our BBB Accreditation allows customers to get a good feel for our reputation."

Jeff and Kim say that Monthie Mechanical's success can be attributed to this philosophy: "Look for best practices. Find them, implement them. Sell a good product, offer value for the price. Hire the right people and treat them as if they matter. Keep improving and never, never rest."

Customer referrals are part of the key to success for many businesses, and it is certainly true for Brother's Auto Sales, according to General Manager Ed Sanslow. "Many of our customers tell their friends about us, and our commitment to BBB Accreditation is a big reason for that," he says.

Brother's Auto Sales has been in business since January of 1999. The majority of their cars are late model, one-owner, off-lease units. "Not only do we pride ourselves on dealing with all customers in a straightforward, honest manner, we also are proud of our after-sale follow up," Sanslow says. "We have a full-service facility right here on the premises using certified mechanics."

Sanslow values his BBB Accreditation in part because of all the out-of-state business Brother's Auto Sales does. "Our Internet shoppers have told us they checked out our reputation with the BBB before deciding to buy from us."

"All customers are treated respectfully," Sanslow adds. "Our BBB Accreditation shows that our word is our bond."

BBB "Click to Check" Program

Good news for consumers searching online for a reputable business! The BBB "Click to Check" program now allows you to instantly verify whether or not a company behind a website is BBB Accredited.

BBB Accredited Businesses can now place a special "Click to Check" icon on their websites. Consumers may click on the icon and be taken to the company's BBB reliability report on the BBB of Central & Eastern Kentucky's website. The report shows instantly that the company is BBB Accredited and its BBB rating. BBB Accredited Businesses have been invited to join the BBB and have committed to ethical business standards.

Only BBB Accredited Businesses can add this exclusive, clickable link to their websites. If you would like information on how your business can become BBB Accredited and enjoy additional credibility among consumers, call the BBB today at (859) 259-1008.

Can YOUR business qualify for Better Business Bureau Accreditation?
Call (859) 259-1008 or visit www.bluegrass.bbb.org

RISKY BUSINESS!

Between 8/21/09 and 9/17/09, the following companies have failed to respond, within the time requested, to certified letters regarding at least one unresolved consumer/business complaint. A company is not legally obligated to respond to the Bureau, but failure to do so will be made a part of their three year customer experience record in their public reliability report. Being on this list does not necessarily mean a business is "bad"...but doing business with it might be risky! Please check with the BBB to see if any of the following businesses has cleared up an unanswered complaint.

- A-1 Auto Wrigley, West Liberty
- AAMCO Transmissions, Frankfort
- All About Computers, Russell Springs
- Arpro Refrigeration & Appliance Services, Lawrenceburg
- BigDaddySmokes.com, Russell
- Fire & Ice Heating & AC, Ashland
- Frankfort Plant Board, Frankfort
- Georgian Portraits, Lexington
- Infinity, Barbourville
- Jack of All Trades, Nicholasville
- MasterShield Of Kentucky, Inc. (2)

- Mike's Taxidermy, Catlettsburg
- Realty Unlimited, Lexington
- Records Removal Services, Lexington
- Roark Fencing, Georgetown
- S & S Tire & Auto Service Centers (Southland Dr.), Lexington
- Scribe Mark Woodworks, Danville
- Sexton Auto Sales and Parts, Maysville
- Solutions Unlimited, Lexington
- Sonnet Cove 1 Apartments, Lexington
- The Stark Group, Lexington
- Tops Unlimited, Inc., Nicholasville

BBB on Facebook!

Your Better Business Bureau is further promoting our mission, services and Accredited Businesses to a whole new audience through our new Facebook page!

Here's what you can see on our Facebook page:

- BBB "Don't Fall for It!" videos
- Latest Scam Alerts
- Accredited Business Testimonials
- Photos from the BBB's visit to the UK campus



If you have a Facebook account, log in and look for our page. If not, you can still view our Facebook page by logging on to our website at www.bluegrass.bbb.org and click on the Facebook icon. Check us out and become one of our Facebook fans today! We already have more than 145 fans and counting!

When you see the Better Business Bureau Seal, it means that business has agreed to:

TELL THE WHOLE TRUTH Advertise and sell honestly, with no hidden terms or fees.

KEEP ITS PROMISES Stand by commitments made to customers.

BE RESPONSIVE Resolve any concerns in a timely manner.

WELCOME NEW ACCREDITED BUSINESSES!

BBB Accreditation is by invitation only! Not every business or organization can qualify for BBB Accreditation. See which businesses are the newest ones to take a public stand for ethics by accepting an invitation to BBB Accreditation....

The following companies were approved for BBB Accreditation in August 2009

ANNVILLE Carpenter Construction Company	JEFFERSONVILLE Sears Carpet & Upholstery Care	Home Accessories JLJ Insurance Services, Inc. JRE Virtual Architect, LLC Liberty Ridge Senior Living Community Mark My Words Media, Inc. Moped International Reynolds Residential Staffing, LLC Robert's Precision Machine The Flooring Gallery, LLC The Photosmith LLC Tinder-Krauss-Tinder Hearing Center Universal Windows Direct of Lexington Wall Brothers Glass, LLC - Lexington Division	LOUISVILLE Lexington Re-Bath, LLC	PIKEVILLE Castle Jewelry Richmond Castle Jewelry E-3 Home Energy Audits
DANVILLE Bluestar Exteriors, LLC	LAWRENCEBURG Bluegrass Outdoor Furnaces Kentucky Floor Show Lawson Masonry Tommy Little Painting	LEXINGTON A. Coppler Construction Company, Inc. Al's Complete Lawn Care, LLC Baker Performance & Auto Repair Bluegrass Insurance Associates, LLC Castle Jewelry - Richmond Road Central Kentucky Audiology Services, Inc., PSC CJTJ, Inc. CML Supply Critchfield Meats Wholesale Dickens Carpet One Floor & Home Extel, LLC	MOUNT STERLING Castle Jewelry - Mt. Sterling City Blue, LLC	RICHMOND E-3 Home Energy Audits
FRANKFORT Midas Auto Service Experts	HAZARD Castle Jewelry Dr. Dwight Avery Hazard-Perry County Chamber of Commerce Whitaker Bank Perry County	LONDON Hoskins Medical Center Management Service Organization of Kentucky, Inc. The Job Shop, Inc. Tincher - Williams Chevrolet, Inc.	MOUNT VERNON Ford Brothers Inc.	SOMERSET Castle Jewelry DAL - RS Inc. The Job Shop, Inc.
GEORGETOWN Reality Concrete Singer Painting	JACKSON Breathitt County Tire Service, Inc.	OWINGSVILLE C & C Fabrication & Piping, LLC	NICHOLASVILLE Castle Jewelry Doc Holiday Molds Ken Tyson Plumbing Inc. DBA A-1 Plumbing Express Kentucky Tile Specialist Revolution PC, LLC	VERSAILLES Clearview Kennels, Inc.
		PAINT LICK New Life Property Maintenance	WHITESBURG Whitaker Bank Letcher County	WINCHESTER Napier Realtors

THE FOLLOWING COMPANIES RENEWED THEIR BBB ACCREDITATION IN SEPTEMBER 2009

1A Medical Supply, Inc. A Turtle Tree Trimming ABC Tree Service Academic Edge Inc. Advanced Floor Services, Inc. Akins Excavating Company, Inc. Al Torstrick Insurance Agency, Inc. All for Grace, Inc. Appalachian Federal Credit Union Aprisen Financial Advocates Around The Clock Man/O'War A Touch of Paradise Audiibel Hearing Aid Centers - Lexington Aurora Pools & Spas Avis Rent A Car Backwaters, LLC Banfield The Pet Hospital At Sheabel Barnhill Chimney Company Barrett & Company School Of Hair Design Barry W. Click Roofing & Sheet Metal Belcan Staffing Benefits Unlimited, Inc. Best of Lexington Billy Forbess, DMD Blue Grass Home Entertainment Bluegrass Fertility Center, Inc. Bluegrass Paving and Seal Coating Bob Allen Chrysler Dodge Jeep Of Frankfort Bob Allen Motors - Liberty Boston Road Animal Clinic Bright Electrical Company Brooksville Meat Brother's Auto Sales Bryant's Rent-All of Lexington, Inc. Bumblebee Marketing, Inc. Bussell Electric, Inc. Buyers Paradise Furniture, Inc. C & L Highwall Mining Partnership C & M TV, Inc.	Car Town Kia USA Care Cremation Service Of Kentucky Carpet World/Carpet One Central Christian Church Central Kentucky Ag Credit Central Kentucky Sheet Metal, Inc. Central Kentucky Surgery Center, LLC Classic Realty Copy Express, Inc. Corevalus Systems, LLC Cornett Chrysler-Plymouth-Dodge-Jeep, LLC Cornett Construction, Inc. Critchfield Meats, Inc. Cumberland Products Distributing, LLC Custom Home Improvement & Roofing Dan's Discount Jewelry, Inc. - Lexington Danville Nephrology Consultants Dotson Law Office Douglas Couch, DMD Dr. Jeffrey L. Edwards, DMD. Dr. John M. Johnstone Dr. Kathryn Lefevers Eagle Express East KY Eye, Ear, Nose & Throat Specialists, PLLC Ed Brents, DMD Ed Struss Family Dentistry Environmental Design Consultants, Inc. Equitable Production Company Family Medical & Specialty Clinic, LLC Fannin Roofing Service Farmers Mutual Insurance Co. of Mason County Floor Coverings International Fouser Environmental Services, LTD Garrett Communications, Inc. Gastroenterology Associates of Central Kentucky, PSC Gentle Dental Center	God's Pantry Food Bank, Inc. Graves & Dean, Inc. Greentree Applied Systems, Inc. H.T.I. Tax Service Halloween Express - Owenton Hamburg Painting Services, Inc. Hamm, Milby & Ridings, PLLC Harrison County Fiscal Court Hart James Landscape Design, Inc. Hayes, Utley & Hedgspeth Hays Furniture Hearing Solutions Highbridge Spring Water Company, Inc. Home Convalescent Aids, Inc. Hometown Mortgage of Kentucky Howard Heating and Air Conditioning, Inc. Huffman & Huffman, PSC - London Huffman & Huffman, PSC - Somerset Insurance Care Insurance Service Center of Corbin IT Network Consultants, LLC J & J Accounting and Tax Service #2, Inc. J. Mullins Trucking, Inc. Jerry's Restaurant - Paris Judy's On Duty, Inc. Kentucky American Water Keshlyn Kennels Keys Auto Body, Inc. Kidd Glass, Inc. Kidd Piano Service, Inc. Kidz Connection Child Care Center Kroger Company - all locations Laredo Fence Lawless Insurance Agency LCM Company Leasor Hauling & Great Mulch Company Lexington Cut Stone Marble & Tile Company, Inc. Lexington Psychiatric Group, PSC	Lexington Trailer & Hitch Lowe's Home Improvement - Nicholasville Lowe's Home Improvement - Richmond M & J Concrete Construction LLC Madison Avenue Designs Maids Serving Lexington Marshall General Contractor Maynard Life & Health Meta Medical Center Metal Werks Inc. Mink's Lawn & Landscape Moore Hardwood Floors Morris Custom Building, Inc. National Equine Adjusting, Inc. Neon IGA Northern Construction & Drywall OEM Retrofit, Inc. Ohio Valley Heart, P.S.C. On Call PC Repair Parks Lawn & Landscape Services Perkins Security Systems Phil Brown Insurance Agency, Inc. Phoenix Heating & Air Conditioning, Inc. Premier Insurance Managers, Inc. Quantrell Cadillac, Inc. R & D Associates, Inc. Rambicure & Miller, PSC Ranger Steel, Inc. Rogers Windows, Inc. Rx Plumbing, LLC Saturn of Lexington Scotty Dunn's Custom Body Shop Service Express Sharpe Construction Company, Inc. Slavik Family Chiropractic Smart Choice Insurance Center - Parks Taylor Insurance Agency Smiley Pete Publishing Smith Chiropractic, PSC	Smith Realty Group Somerset Tire Inc. South Broadway Collision & Service Center South Van Events Stone Bridge Insurance Services, Inc. Stowe Family Dental, PSC Strategic Employee Benefit Services of Kentucky-Indiana, Inc. Summit Family Chiropractic Sun Tan City, LLC - Lowry Ln., Lexington Sun Tan City, LLC - Beaumont Cntr, Lexington Sun Tan City, LLC - Tates Creek Rd. Lexington Sun Tan City, LLC - Frankfort Sun Tan City, LLC - Danville Sun Tan City, LLC - Georgetown Sun Tan City, LLC - Maysville Sun Tan City, LLC - Harrodsburg Superior Drywall, LLC Swope's Boat Repair Tandy's Painting, LLC Tender Care Animal Clinic The Duct Truck The Sharon School Toyota of Somerset Tri-White Construction Trojan, Inc. Tru Built Barns, LLC Tubs, Floors & More Ulrich Medical Clinic W.K.J. Auto Works W/W Repair Weekend Warriors Construction, LLC Wells Fargo Home Mortgage White Diamond, Inc. Wilson Equipment Company, LLC
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BBB Bulletin Board

BBB Report Does It Help YOU?

Your Better Business Bureau brings you this information in the Lexington Herald-Leader Business Monday section each month to keep YOU informed of the latest scams, BBB tips and news, and the names of businesses that have taken a stand for ethics and qualified for BBB Accreditation.

We hope you find the "BBB Report" useful! We'd like to know what you like BEST about these pages. Please take a few moments to answer our survey.

Clip this and fax it to (859) 259-1639 or scan and e-mail to: info@lexbbb.com. Or, simply email your comments about this feature to us!

Your FAVORITE section of the "BBB Report" (choose one):
 Better Business Leaders' articles
 Don't Fall for It! Risky Business!
 BBB Bulletin Board
 New/Renewing BBB Accredited Business Listings

What would you LIKE to see in the BBB Report?

www.bluegrass.bbb.org

Congratulations! You are part of an elite group! BBB Accreditation is by invitation only.

Don't Fall for It!™ Con Artists Use Job Search Sites in Scam

In today's tight job market, many people out of work are doing anything they can to find employment. Many folks turn to online job search sites to look for work and post their resumes so that potential employers might see them. The con artists know this and are using legitimate sites to scam these people out of

their money. A local job seeker sent your Better Business Bureau a scam job offer he got in his email box after posting his resume on a popular job search website. The "company" said they found his resume there and want to hire him as a "financial agent." He would be able to do this from

home for only a couple of hours a day, and make great money. So what's the problem? First, nowhere in the e-mail does it state where the company is... there is no phone number, address or website. A legitimate company would provide another way to contact them besides email. The "too-good-to-be-true" earnings are also a warning sign. It offered four thousand dollars for maybe 50 hours of work per month. That does not

seem likely. The online job search site our consumer was using also warns about this type of scam. In these scams, the person "hired" as the "financial agent" or "payment processor" is asked to deposit payments that are sent to him, keep some for his pay, and wire the rest to the so-called employer. The checks he deposits turn out to be fake and bounce, leaving HIM to pay back the bank...and no way to catch the con artist. Beware of this scam!