



Better Business Bureau  
Annual Inquiry, Complaint  
and Service Summary  
2004  
Canadian Publication

Published by:  
The Bureau Network Division  
Council of Better Business Bureaus, Inc.  
4200 Wilson Blvd., #800  
Arlington, VA 22203-1838  
[www.bbb.org](http://www.bbb.org)

**ANNUAL INQUIRY, COMPLAINT AND SERVICE  
SUMMARY FOR CANADIAN  
BETTER BUSINESS BUREAUS  
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***OUR MISSION STATEMENT***

*Our mission is to promote and foster the highest ethical relationship between businesses and the public through voluntary self-regulation, consumer and business education and service excellence.*

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