



Dear BBB Accredited Business:

The BBB of Greater East Tennessee processed over 4,800 complaints in 2015. Out of all those complaints, your company received none!

We owe our congratulations to you for accomplishing a complaint-free year! The BBB commends your complaint-free status and realizes that this milestone must be recognized! To show our commitment to businesses such as yours, the BBB created the "*BBB Customer Service Award*" and have forwarded it to you. Along with this letter is a certificate suitable for framing acknowledging this achievement. We hope you will prominently display this for all your employees and customers to see.

Gallup Studies have shown that 3 out of 4 consumers prefer to do business with a BBB accredited business. Imagine your potential customer's confidence in doing business with a complaint-free BBB accredited business! Be sure to let your customers know!

Congratulations on your success!

Cordially,

Jerry A. Tipton  
President/CEO

Enclosure

**BBB of Greater East Tennessee**

255 N. Peters Rd. #102 • Knoxville, TN 37923 • Phone: 865.692.1600 • 888.437.4222 • Fax: 865.692.1590



# Complaint Free Year

*American Home Improvements, LLC*

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*11028 Terrapin Station Lane*

Accredited Business in good standing since February 1997



This business has maintained a **COMPLAINT FREE STATUS** with the  
BBB for the year 02/01/15 to 02/01/16.

Jerry A. Tipton  
President/CEO

Fred A. Harrel  
Vice President/Development