



Complaint Free Year

A-1 Finchum Refrigeration, Heating & Cooling, Inc.

2502 W. Emory Road



Accredited Business in good standing since December 1996



This business has maintained a COMPLAINT FREE STATUS with the
BBB for the year 12/01/17 to 12/01/18.

Tony Binkley
President/CEO

Fred A. Harrel
Vice President/Development



Dear BBB Accredited Business:

The BBB of Greater East Tennessee processed over 4,668 complaints in 2017. Out of all those complaints, your company received *none!*

We owe you our congratulations 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.*" Along with this letter is a certificate suitable for framing acknowledging your 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,

Tony Binkley
President/CEO

Enclosure

BBB of Greater East Tennessee

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