



The Better Business Bureau has been helping buyers and sellers resolve disputes since its inception in 1912. In 1972, the BBB created an arbitration program which enabled parties in a dispute to conclude their complaints without the need to go to court. Since then, BBB complaint-handling systems have evolved to where we now make available binding arbitration which utilizes a pre-dispute arbitration agreement during the purchase of a product and/or service. The BBB strives to administer a system that is fair, neutral and unbiased.

The Chicago Automobile Trade Association (CATA) has such a program with the Better Business Bureau. Dealers which are members of the CATA offer an arbitration agreement which utilizes the BBB as a third-party complaint-handling mechanism, in case arises. If needed, binding arbitration will be utilized to resolve any dispute, should it be unable to be resolved by other means. It is possible that the automobile dealer involved may be a member of the BBB; however, it is not required.

This letter is meant as an introduction by the BBB of this process. The BBB has helped resolve more than 100,000 in the past three years between consumers and businesses in all industries. Less than 1 percent of those disputes required arbitration in order to be concluded satisfactorily.

The Better Business Bureau is providing its arbitration program to the buyers and sellers by means of the Arbitration Agreement presented with this introductory letter. The BBB is suggested as an arbitration forum in the Arbitration Agreement presented by the dealership. The BBB is an independent organization, and the use of its arbitration service does not endorse or recommend any auto dealership.

If you have any questions regarding the BBB's involvement, feel free to contact the BBB at (312) 245-2529 and ask about our arbitration services.

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