

DIAMOND SPONSOR: Jewelry Television, SecureWatch ,LLC

PLATINUM SPONSORS: J Allen and Associates, Inc., Pilot Corporation, Ruby Tuesday

GOLD SPONSORS: ATC (All Types Construction), Advance Auto Parts, Clayton Homes Inc., ORNL Federal Credit Union

SILVER SPONSORS: Cadillac of Knoxville, , MECO Corporation, NHC Healthcare, Regions, The Inn at Christmas Place, Vanguard Construction Group, Inc.

BRONZE SPONSORS: Boat N RV Supercenter, Cabins USA, Champion Chevrolet-Cadillac, LLC, Free Service Tire Co.Inc., Fowler's Furniture, Inc, Hidden Mountain Resort, Knology Inc., Mattress Direct, Mountain Laurel Chalets, Northwestern Mutual financial Network / Allen Whilhoit, LLC: Phil Bachman Toyota/Scion, Rusty Wallace Ford / Rusty Wallace Toyota

MERRY CHRISTMAS FROM YOUR BBB

Tis the Season! Merry Christmas to all! Our wish for you is a happy and prosperous 2012.

With the end of the year approaching, please let us know if you have moved, changed or added phone numbers, fax numbers, email addresses, or url's.

From the BBB family to yours, we wish you a very Merry Christmas and a Happy New Year!

**Sincerely,
Jerry A. Tipton
President/CEO**

Wise Giving during the Holidays

Charities need funds throughout the year, not just the holidays. The BBB Recommends the following wise giving advice:

- ❖ Watch out for name confusion. Look at the appeal carefully, some charity names sound the same. More than 740,000 organizations have received charitable tax exempt tax status from the IRS and each year about 30,000 more charities come into existence.
- ❖ Question vague appeals. Make sure the organizations appeals clearly identify the nature of the charity's programs.
- ❖ Be wary of excessive pressure in fund raising. Don't be pressured to make an immediate, on-the-spot donation. Charities will welcome your gift whenever you want to send it.
- ❖ Remember: Not all soliciting groups are charities. If you want to take a charitable deduction for federal income tax purposes, make sure the charity is tax exempt under section 501 c of the Internal Revenue code.
- ❖ Keep a record of contributions throughout the year. Keeping track of all donations both large and small is helpful at tax time and in responding to charities that send multiple appeals
- ❖ Internet appeals require careful scrutiny. For those making donations on the Internet, look for clear disclosures that explain
 - (a) how much goes to the charity, some internet giving sites charge an administrative fee
 - (b) Does the site have a privacy policy? This should tell you what information is being collected about you and how it will be used
 - (c) Is there appropriate security? Look for visual alerts that indicate that security measures are in place, such as encryption for credit card transactions
 - (d) Watch out for charity web sites that ask for your Social Security number, birth date or other personal information.

Company	URL
Legacy Homecare, LLC	www.legacyhomecaretn.com
Gealon A. Thomas, DDS, PLLC	www.gealonthomasdds.com
Kitchens Construction Company	www.kitchensconstruction.com
MYTNCabins.Com	www.mytncabins.com
U-Drive Auto	www.udriveautos.com
Advanced Restorations of Tennessee, Inc.	www.advancedrestorationsinc.com
Frontier Building & Development, LLC	www.frontierroofs.com
Mid-South Windows	midsouthwindows.com
Lambert Enterprises	www.lambertenterprises.com
Tiptop Roofing	www.tiptoptn.com
Smokey Mountain Storage Barns, LLC	www.smokeymountainstoragebarns.com
American Employer Group III, Inc.	www.americanemployer.us
GR Roofing	www.grroofs.com
Image 1 Studios	www.i1studios.com
Obregon Painting	www.obregonpainting.com
New Century Coal, Inc.	www.newcenturycoal.com
Pankratz Construction, Inc.	www.pankratzconstruction.com
About the Smokies Cabin & Chalet Rentals	www.abouthesmokies.com
Superior Exterior Roofing & Siding, Inc.	www.rooftn.com

Company	Street	City	County	ST.	Zip
American Employer Group III, Inc.	800 Oak Ridge Turnpike, #A-301	Oak Ridge	Anderson	TN	37830
Lambert Enterprises	39 E. Norris Road	Norris	Anderson	TN	37828
Dr. Z. Conley Shope, Jr. DDS	2947 Sam James Road	Maryville	Blount	TN	37803
Nationwide Roofing of Tennessee	4004 Highway 411 South	Maryville	Blount	TN	37803
Naturecraft Homes, LLC	P. O. Box 489	Townsend	Blount	TN	37882
Image 1 Studios	3130 Highway 25E South	Tazewell	Claiborne	TN	37879
Lee Dan Stone, Attorney	1749 Main Street	Tazewell	Claiborne	TN	37879
Crown Heating & Air	296 North Street	Newport	Cocke	TN	37821
Family Farm Restaurant	1311 W. Highway 25-70	Newport	Cocke	TN	37821
Down Home Restaurant	7755 Rutledge Pike	Rutledge	Grainger	TN	37861
AAA Tree Service	2121 Anderson Bend Road	Russellville	Hamblen	TN	37860
Morristown Flying Service, Inc.	2349 Valley Home Road	Talbott	Hamblen	TN	37877
West Heating & Air	1691 Slop Creek Road	Russellville	Hamblen	TN	37860
Scott Electric	116 Christiana Drive	Rogersville	Hawkins	TN	37857
Smokey Mountain Storage Barns, LLC	8549 Highway 11 West	Rogersville	Hawkins	TN	37857
Action Affordable Roofing LLC	911 Cross Park Drive, #D, #214	Knoxville	Knox	TN	37923
Apex Window Cleaning, Inc.	2157 Berea Avenue	Knoxville	Knox	TN	37920
Artech Roofing & Construction, LLC	118 N. Peters Road	Knoxville	Knox	TN	37923
Axis Roofing	431 Park Village Road, #K	Knoxville	Knox	TN	37923
B & W Auto Sales, Inc.	7830-B Clinton Highway	Powell	Knox	TN	37849
Best Choice Roofing	205-C Perimeter Park Drive	Knoxville	Knox	TN	37922
Burell Built, LLC	7328 Deane Hill Drive	Knoxville	Knox	TN	37919
Certified Roofing & Gutters, LLC	4450 Galbraith School Road	Knoxville	Knox	TN	37920
Family Roofing, Inc.	1602 S.W. Berry Road	Knoxville	Knox	TN	37920
Frontier Building & Development, LLC	900 E. Hill Avenue, #135	Knoxville	Knox	TN	37915
GR Roofing	3925 Fountain Valley Drive	Knoxville	Knox	TN	37918
Green Thumb Professional Organic Lawncare	716 E. Copeland Road	Powell	Knox	TN	37849

Kitchens Construction Company	7513 Asheville Highway	Knoxville	Knox	TN	37924
L & M Home Improvement, Inc.	6538 Chapman Highway	Knoxville	Knox	TN	37920
Mid-South Windows	1514 Amhurst Road	Knoxville	Knox	TN	37902
Morris Contracting	6100 Atkins Road	Knoxville	Knox	TN	37918
Service Body Shop	2612 W. Blount Avenue	Knoxville	Knox	TN	37920
The Corner Cabinet Shop	2912 McClure Lane	Knoxville	Knox	TN	37920
Tiptop Roofing	4422 Nathan Drive	Knoxville	Knox	TN	37938
Trammell Construction Company, Inc.	P. O. Box 70236	Knoxville	Knox	TN	37938
Advanced Restorations of Tennessee, Inc.	322 Blair Bend Road	Loudon	Loudon	TN	37774
Frontier Firearms, LLC	1218 Gallaher Road	Kingston	Roane	TN	37763
Allstate Home Repair	508 Carpenter Drive	Seymour	Sevier	TN	37865
Baker's Wrecker Service	136 Kilby Street	Sevierville	Sevier	TN	37862
Done Right Automotive	3107 Newport Highway	Sevierville	Sevier	TN	37876
Gealon A. Thomas, DDS, PLLC	111 Peacock Court	Seymour	Sevier	TN	37865
J & J Roofing	1707 Rays Gap Road	Seymour	Sevier	TN	37865
MYTNCabins.Com	P. O. Box 1	Gatlinburg	Sevier	TN	37738
Prime Mountain Properties	807 Dolly Parton Parkway, #B	Sevierville	Sevier	TN	37862
St. Luke's Therapy Services of Sevierville	1024 Middle Creek Road	Sevierville	Sevier	TN	37862
U-Drive Auto	732 Parkway	Sevierville	Sevier	TN	37862
Lafayette Air Conditioning of East TN, Inc.	1697 Lynn Garden Dr.Bldg # 2	Kingsport	Sullivan	TN	37665
Legacy Homecare, LLC	112 E. Myrtle Avenue, #300	Johnson City	Washington	TN	37601
Mattress Firm	4 Bandera Court	Johnson City	Washington	TN	37604
New Century Coal, Inc.	1009 Lark Street, #1-A	Johnson City	Washington	TN	37604

BBB AD REVIEW 2011

Region Construction, Knoxville, TN

Challenge: Website states Number #1 Construction Co. in Tennessee.

The BBB asked for substantiation of this advertisement. The BBB received no response.

Raceway Transportation, Sevierville, TN

Challenge: Website claims: The "industry standard" as so many of our competitors point out, is 7 to 14 days on a coast to coast shipment and 1 to 7 days on shorter trips. We here at Raceway make it our obligation to cut those standards in half! File shows that consumer's timeframe were much longer than advertised on your website.

The BBB asked the company to modify their website and full disclosure on timeframe for delivery. Raceway did respond and agree to modify its advertising.

Raceway Transportation has a BBB rating of C+

Knoxville Wholesale Furniture, Knoxville, TN

Challenge: Up to 70% savings claim

The BBB asked for "Minimum & Maximum" savings. KWF did respond and agree to modify its advertising.

Knoxville Wholesale Furniture has a BBB rating of "A"

Gold Mine Precious Metals Exchange, Knoxville, TN

Challenge: "Highest Price Paid"

Company agreed to modify advertising

Gold Mine Precious Metals Exchange is a BBB Accredited Business With an "A+" rating.