



FOR IMMEDIATE RELEASE  
October 8, 2014

MEDIA CONTACT:  
Dave Sutton  
([dsutton@melwoodglobal.com](mailto:dsutton@melwoodglobal.com))  
(301) 873-2393

## Uber Gets an 'F' from Better Business Bureau *Failing Grade Latest in Recent Setbacks for Company*

Rockville, MD—Uber, the transportation company that rails against all forms of regulation and safety oversight, has [received an 'F' from the Better Business Bureau](#).

The rating stems from 80 complaints filed in the last year alone.

The Better Business Bureau noted that the unaccredited 'ridesharing' company's failing grade is prominently due to billing issues such as surge-pricing, as well as customer problems with the service. It said Uber was unresponsive to its request for "a response to the pattern of complaints."

The Better Business Bureau concluded:

- "Consumer complaints further allege experiencing issues with the company's customer service, such as having difficulty reaching a customer service representative and consumers having their issues closed despite their concerns not being resolved."
- "Consumer complaints allege misunderstanding Uber Technologies' pricing, being misinformed about the overall cost of the services rendered, and not being made aware of 'surge pricing,' or temporary increases in the company's charges."

"Here we have yet another example of a third party warning consumers against these so-called, self-proclaimed 'ridesharing' companies," said Dave Sutton, spokesperson of the 'Who's Driving You?' campaign. "Consumers look to the Better Business Bureau in their decision-making process for reliable and trustworthy reviews of business whose services they plan to use. This 'F' grade highlights the extent of Uber's unresponsiveness and how unclear its surge-pricing policy is."

The Better Business Bureau rating is but a microcosm of Uber operations after several high profile problems. Those problems include an uberX driver who reportedly [attacked a passenger with a hammer](#), fracturing his skull. Meanwhile, district attorneys in San Francisco and Los Angeles called the company "[a continuing threat to consumers and the public](#)" and called on the company to stop making false claims about its background checks, which have been [proven to be inadequate](#).

### ABOUT US:

'Who's Driving You?' is a public safety campaign designed to educate the public about the dangers of unlicensed transportation services. It is an initiative of the Taxicab, Limousine & Paratransit Association, an international non-profit trade association whose membership consists of 1,100 licensed transportation companies. For more information, visit [www.WhosDrivingYou.org](http://www.WhosDrivingYou.org), follow us on Twitter

(@WhosDrivingYou) and follow us on Facebook ([facebook.com/WhosDrivingYou](https://facebook.com/WhosDrivingYou))

###