

**LOG OF MEETING
SMALL BUSINESS OMBUDSMAN**

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SUBJECT: Meeting between the Council of Better Business Bureaus, Inc. (BBB) and the Small Business Ombudsman

DATE OF MEETING: April 13, 2011

PLACE OF MEETING: Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203

LOG ENTRY SOURCE: Neal S. Cohen, Small Business Ombudsman

COMMISSION ATTENDEES: Neal S. Cohen, Small Business Ombudsman
Thomas Hucker, CPSRMS, Armedia Consultant to CPSC

NON-COMMISSION ATTENDEES: Rodney Davis, Better Business Bureau
Vicki Doran, Better Business Bureau
Janet Riessman, Better Business Bureau

SUMMARY OF MEETING:

Rod Davis, followed by Vicki Doran and Janet Riessman, introduced the Council of Better Business Bureaus, Inc. (BBB) and explained its national structure, its internal organizations, and the number and nature of its membership.

Neal Cohen introduced himself and provided an overview of the CPSC. Tom Hucker introduced the new SaferProducts.gov and spoke about the benefits of encouraging BBB members to register for the business portal at SaferProducts.gov. A number of opportunities for collaboration were identified including:

- CPSC will provide an article from the Chairman for the BBB to post about new CPSC initiatives like the publicly available database at SaferProducts.gov, as well as content for the BBB listserv and social media.
- CPSC and BBB will explore content sharing to help inform consumers and businesses.
- BBB will reach out to businesses about registering to receive alerts on SaferProducts.gov.
- BBB will work with the CPSC to develop content to educate business owners about consumer products safety, including the rights of retailers and distributors

to be provided with general certificates of conformity concerning regulatory compliance.

- BBB will help share recall alerts on website and releases (as appropriate).

In addition, the CPSC and BBB will explore the possibility of web links to each organization's respective websites to help properly direct consumers for assistance, will continue to explore new ways to highlight content about products (perhaps in BBB reports) as relevant, and the BBB made itself available as a resource to help resolve quality and/or safety complaints about products. As an example of one of BBB's partnerships, representatives from the BBB discussed several large Consent Agreements for settlements reached between companies and the Federal Trade Commission (FTC) that benefitted consumers.