



the warranty group®

*For immediate release*

## **Virginia Surety Company Achieves Better Business Bureau's A+ Rating and Accredited Business Status**

**Chicago, IL** – August 3, 2010 – Virginia Surety Company, Inc., a unit of The Warranty Group, Inc. and an Accredited Business of the Better Business Bureau (BBB), has achieved an A+ rating for its proven record of trustworthiness and ethics in its customer-related business practices.

"We are very pleased to have Virginia Surety as an Accredited Business of the Better Business Bureau," stated Steve J. Bernas, president and CEO of the Better Business Bureau serving Chicago and Northern Illinois. "Being accredited with the BBB shows that Virginia Surety is committed to our strict code of business practices, and it reinforces Virginia Surety's dedication to its customers."

To become a BBB Accredited Business, a company must adhere to the BBB Code of Business Practices, which represents sound advertising, selling and customer service practices that enhance customer trust and confidence in business. The Code is built on the BBB Standards for Trust, which includes principles such as:

- establishing and maintaining a positive track record in the marketplace
- honestly adhering to established standards of advertising and selling
- honestly representing products and services
- openly disclosing all policies and procedures that influence a customer's decision to buy
- abiding by all written agreements and verbal representations
- addressing disputes quickly, professionally and in good faith
- embodying integrity in all business dealings

"Virginia Surety's success is directly attributable to our customer-focused business practices," said David Cole, chairman and CEO of The Warranty Group and Virginia Surety. "With the vast reach of our company into all types of consumer goods, the method in which we respond to and resolve customer issues is directly responsible for our 25-year record of growth. Our robust infrastructure and administrative expertise add value to every customer transaction, while building brand loyalty for our clients."

The Warranty Group is a global single source warranty underwriter, administrator and marketer. Its 650 Chicago employees are actively involved in volunteerism and charitable activities.

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### **About The Warranty Group**

The Warranty Group is the world's premier provider of extended service plans and related benefits, with operations in 33 countries and 2000 employees. By providing underwriting, claims administration and marketing expertise, The Warranty Group is a global single-source solution for manufacturers, distributors and retailers of consumer goods including autos, homes, consumer electronics, medical devices, furniture and appliances as well as financial institutions and the travel/leisure industry. [www.TheWG.com](http://www.TheWG.com)

### **About the Better Business Bureau**

The Better Business Bureau serving Chicago and Northern Illinois represents more than 7,000 Accredited Businesses and lists an additional 102,000 businesses in its ratings of area companies. In addition, it is part of an international organization with ratings on more than 4.5 million businesses throughout the United States and Canada. These ratings are available on the organization's Web site [www.bbb.org](http://www.bbb.org)

## *Corporate Communications*

As a private, non-profit organization, the purpose of the Better Business Bureau is to promote an ethical marketplace. BBBs help resolve buyer/seller complaints by means of conciliation, mediation and arbitration. BBBs also review advertising claims, online business practices and charitable organizations. BBBs develop and issue reports on businesses and nonprofit organizations and encourage people to check out a company or charity before making a purchase or donation.

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