



**Palm Beach County
Board of County
Commissioners**



County Administrator
Robert Weisman

Consumer Affairs is an agency of the Palm Beach County Board of County Commissioners, a Division of the Public Safety Department – serving consumers and businesses in Palm Beach County since 1972.



For more information contact:
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Consumer Affairs
Division**

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**The Palm Beach County
Consumer Affairs Division
does not rate or recommend
any product, service or
company.**

The **MVP** Program and Business Information Reports are intended to assist consumers in making informed decisions when searching for the companies providing products and services.

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MVP

**Program
Business Guide**



*A unique public-private
program to distinguish your
business and promote
consumer confidence*

**Phone: 561-712-6MVP
(561-712-6687)**

Consumer Confidence Good for Business

....The Winning Combination

What is the MVP Program?

The MVP Program is a unique public-private venture designed to recognize customer friendly business practices in Palm Beach County, while bolstering consumer confidence.

Consumers recognize the MVP seal as the symbol of a business committed to quality customer service.



The goal of the MVP Program is to offer businesses an innovative marketing tool, while strengthening consumer education and providing customers clearer options in the selection of products and services.

How Does the MVP Program Work?

The Consumer Affairs Division handles thousands of consumer phone calls. Our Web site is accessed over 400,000 times yearly. Most of these contacts are from consumers seeking the best company with which to do business. Consumer Affairs does not rate or recommend businesses, however, the MVP Program recognizes companies that clearly place value on treating consumers fairly.

To participate in the MVP Program, businesses pay an annual fee of only \$300 (per location). MVP businesses agree to voluntarily:

- ❖ Abide by the terms and conditions of Consumer Protection Ordinances and the MVP Program agreement.
- ❖ Have an active Business Tax Receipt.
- ❖ Provide written responses to disputes and comply with mutually agreed upon mediation.
- ❖ Comply with applicable federal, state, and local laws.

What Does the MVP Business Get?

As an MVP, your business gains:



- ❖ Instant recognition on Consumer Affairs' Web site, searchable by customers world-wide.
- ❖ Enhanced community standing to distinguish your business.
- ❖ MVP seal prominently shown on your Business Information Report.
- ❖ A link from the Consumer Affairs Web site to your company's Web site.
- ❖ Use of the MVP decal and logo for public display and advertising.
- ❖ Access to professional customer service training for in-house staff.

Join today!

www.pbcgov.com/mvp