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BBB Reliability Report for

Conn's

A **BBB Accredited** business since 01/01/1963.

BBB Rating B+

[Ratings Explanation](#)

BBB issues Reliability Reports on all businesses, whether or not they are BBB accredited. If a business is a BBB Accredited Business, it is stated in this **report**.

Find out more about this business:

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BBB Accreditation

This company has been a [BBB Accredited business](#) since January 1963. This means it supports BBB's services to the public and meets our **BBB Accreditation standards**.

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BBB Rating

Based on BBB files, this business has a BBB Rating of **B+** on a **scale** from A+ to F.

Reasons for this rating include:

- Government action(s) against business.

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Conn's

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- Select Language

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Business Contact and Profile

Name: Conn's
Phone: (409) 832-1696
Fax: (409) 832-1637
Address: 3295 College St
Beaumont, TX 77701-4611
[Google Map](#)
Website: www.conns.com
Original
Business Start Date: January 1890
Principal: Tim Frank, CEO/President
Customer Contact: Alan Sheppard, Consumer Relations Officer - (409) 832-1696
Entity: Corporation
Incorporated: January 1971, TX
Employees: 900
Type of Business: Appliances-Major-Dealers, Electronic Equipment & Supplies-Dealers, Home Electronics
BBB Accreditation: This organization is a BBB Accredited business.
Additional DBA Names: Conn's Credit Company

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Business Management

Additional company management personnel include:

Tom Frank - Chairman
David Trahan - President Retail Division
Barry Crutchfield - VP of Merchandising
Rey de la Fuente - President of Credit
Bill Nylin Jr. - Executive Vice Chairman
Michael Poppe - CFO
Bob Lee - Senior Vice President of Operations

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Additional Locations and Phone Numbers

Additional Addresses

108 Gateway Shopping Center
Beaumont, TX 77701
Tel: (409) 838-6504

PO Box 3748

180 Strickland Dr
Orange, TX 77630-4748
Tel: (409) 886-3697

4326 Dowlen Road
Beaumont, TX 77706
Tel: (409) 898-7353

7855 Memorial Blvd
Port Arthur, TX 77640-2014
Tel: (409) 729-9883

2686 Laurel St
Beaumont, TX 77702-2205
Tel: (409) 832-9938

Additional Phone Numbers

+ 409 (5)

+ 800 (2)

Additional Email Addresses

customerservice@conns.com

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Customer Complaint History

When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.

BBB processed a total of 2699 complaints about this company in the last 36 months, our standard reporting period. Of the total of 2699 complaints closed in 36 months, 1134 were closed in the last year.

These complaints concerned :

- 14 regarding [Issue Not Defined](#)
- 50 regarding [Advertising Issues](#)
- 409 regarding [Billing or Collection Issues](#)
- 133 regarding [Contract Issues](#)
- 218 regarding [Customer Service Issues](#)
- 29 regarding [Delivery Issues](#)
- 263 regarding [Guarantee or Warranty Issues](#)
- 424 regarding [Product Issues](#)
- 364 regarding [Refund or Exchange Issues](#)
- 563 regarding [Repair Issues](#)
- 79 regarding [Sales Practice Issues](#)
- 153 regarding [Service Issues](#)

These complaints were closed as:

- 2117 [Resolved](#)
- 581 [Administratively Closed](#)
- 1 [Unresolved](#)

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BBB Program Participation

This company participates in the **BBB Care** Program and has agreed to use special procedures including **arbitration**, if necessary, to resolve disputes.

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Government Actions

The following describes a government action that has been **resolved** by either a settlement or a decision by a court or administrative agency. If the matter is being appealed, it will be noted below.

On November 24, 2009 the Texas Attorney General **resolved** the state's enforcement action against Conn's, Inc. In May, Conn's was charged with failing to honor product warranties, misleading customers about the nature of its products, false advertising and other violations of the Texas Deceptive Trade Practices Act. According to state investigators, Conn's instructed sales personnel to rely on high-pressure tactics to "overcome objections" voiced by customers who declined to purchase extended warranties. The state's enforcement action also indicated that Conn's failed to provide customers with a copy of the warranty agreement at the time of sale. As a result, purchasers were not adequately informed about exclusions, limitations, cancellation penalties and other provisions governing their warranty agreements. In the agreement, Conn's agreed to provide customers a copy of the extended warranty agreement at the time of sale. Conn's also must ensure that its sales personnel accurately represent rights, remedies or obligations contained in the extended warranty agreement. Conn's must also refrain from adding extended warranty or credit insurance products to customers' invoices without their written consent.

The agreement requires Conn's to compensate customers who were harmed by its unlawful content. As a result, Conn's must pay \$4.5 million to establish a customer restitution fund. The agreement also requires Conn's to pay \$250,000 in attorney's fees and \$100,000 to the University of Houston Consumer Law Clinic. The Office of the Attorney General will review customer complaints and other data to determine how it will administer the restitution fund. Customers with questions should call 800.252.8011 or visit the attorney general's website at www.texasattorneygeneral.gov.

The terms of the settlement provide that Conn's denies any wrong doing. Conn's believes the suit was without merit, and denies all allegations.

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Advertising Review

BBB has no information regarding advertising review at this time.

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BBB Copyright and Reporting Policy

As a matter of policy, BBB does not endorse any product, service or business.

BBB Reliability Reports are provided solely to assist you in exercising your own best judgment. Information in this BBB Reliability **Report** is believed reliable, but not guaranteed as to accuracy.

3/26/2010

BBB Review of Conn's in Beaumont, TX

BBB Reliability Reports generally cover a three-year reporting period.
BBB Reliability Reports are subject to change at any time.

If you choose to do business with this business, please let the
business know that you contacted BBB for a BBB Reliability **Report**.

ID: 10010889

Report as of March 26, 2010 09:35

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