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Angie's List Consumer Review Handling Process Certified as Fair and Impartial by Independent Audit

INDIANAPOLIS--(BUSINESS WIRE)-- An independent audit of how Angie's List (Nasdaq: ANGI) receives and displays reviews from consumers has again affirmed the company's fair and impartial operations.

The review, from international auditing firm BPA Worldwide, said that Angie's List authenticity controls "ensure that a service provider's participating in advertising or paid services has no bearing on the handling of reviews."

"We work exceptionally hard to provide consumers with highly reliable information," said Angie's List Founder Angie Hicks. "This outside check validates that our accountability process is robust and fair and helps us deliver on that goal."

BPA examined the information Angie's List members submitted about the service they received from local service professionals between January and November 2016.

Angie's List, which has more than 10 million verified consumer reviews available for its members to use in making hiring decisions, seeks an annual, independent audit as a check on its internal accountability procedures. Those procedures include:

- | Prohibiting anonymous reporting;
- | Requiring affirmation that consumers are reporting honestly on their own experiences;
- | Prohibiting service professionals from grading themselves or their competitors;
- | Alerting service companies (free of charge) to reports, so they are aware of what's being said;
- | Encouraging service companies to respond (free of charge) to give their side of the story; and
- | Using proprietary technology and human review to screen red flags or allegations of trying to manipulate the system.

Service professionals who earn and can maintain high grades from members, pass annual criminal background checks, offer special member discounts and abide by Angie's List stringent customer-service standards are eligible to advertise their services. Internal teams monitor the service companies' grades and performance to ensure they continue to meet eligibility requirements.

BPA has conducted analysis of the Angie's List process since 2007.

About Angie's List

Finding a pro for a job well done is made easy online by visiting Angieslist.com. More than 4.5 million members nationwide use Angie's List, a leading provider of reviews, offers and information in more than 700 service categories, to help them improve their homes. Built on a foundation of more than 10 million verified reviews of local service, Angie's List connects members directly to its online marketplace of services and offers unique tools and support designed to improve the local service experience for both members and service professionals.

About BPA Worldwide

BPA Worldwide is in the business of providing assurance. For 80+ years as a not-for-profit assurance service provider, BPA was originally created by advertisers, advertising agencies and the media industry to audit audience data used in the buying and selling of advertising. Today, in addition to auditing data claims, through its iCompli service, BPA verifies compliance to defined government, industry, and organizational standards as well as adherence to privacy, data protection and sustainability guidelines and best practices. Performing nearly 2,600 annual audits of media channels in over 30 countries, BPA is a trusted resource for compliance and assurance services.

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Angie's List
Cheryl Reed, 317-396-9134
cherylr@angieslist.com

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