

Cars.com Receives A+ Rating from Better Business Bureau

CHICAGO, March 22, 2012 /PRNewswire/ -- Cars.com, the premier online resource for buying and selling new and used vehicles, announced today that it has become a formally accredited Better Business Bureau (BBB) company, and has received the BBB's A+ rating — the BBB's highest consumer protection rating. The non-profit BBB cited Cars.com's length of time in business, low volume of complaints (as compared to company size), effectiveness in responding to consumer complaints, and resolution of complaints as contributing factors to the A+ rating.

"Our commitment to our shoppers is of utmost importance to us," said Josh Chapman, Cars.com VP Operations. "Over the last year we've significantly grown the size of our customer service team, extended our customer service hours, developed new tools to help combat fraudulent ads, and expanded our online offerings to ensure our users have the best possible customer experience. We put the focus on our users and ensure them a great shopping experience, which is just part of what has earned us this A+ rating."

More than 11 million car shoppers use Cars.com every month for its wide selection of new and used vehicles, expert vehicle reviews, consumer dealer and vehicle reviews, vehicle side-by-side comparisons, photo galleries, videos and pricing tools.

ABOUT THE BETTER BUSINESS BUREAU

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.

ABOUT CARS.COM

Founded in 1998, Cars.com is an award-winning online destination for car shoppers that offers information from consumers and experts to help buyers formulate opinions on what to buy, where to buy and how much to pay for a car. Cars.com is a division of Classified Ventures LLC, which is owned by leading media companies, including Belo (NYSE: BLC), Gannett Co., Inc. (NYSE: GCI), The McClatchy Company (NYSE: MNI), Tribune Company and The Washington Post Company (NYSE: WPO).

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