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**FOR IMMEDIATE RELEASE:**

**BBB Warns Consumers About Prime Builders and Neil (Connell) Robert Foster**

*Customers have reported losses averaging $52,650*

**BOISE, Idaho - June 27, 2024 -** Better Business Bureau Great West + Pacific is alerting consumers about Prime Builders, a home improvement contractor operating in Idaho, Washington, and Alaska. The Idaho-based company has been the subject of a pattern of consumer complaints alleging incomplete work and failure to provide refunds.

Customers of [Prime Builders](https://www.bbb.org/us/id/cocolalla/profile/general-contractor/prime-builders-1296-1000148314), which is officially owned by Monica Foster King and operated by Neil (Connell) Robert Foster, have reported losses averaging $12,000.

"We're concerned about the pattern of behavior we're seeing with Prime Builders and Mr. Foster," said Dené Joubert, Investigations Manager at BBB Great West + Pacific. "Consumers are losing significant amounts of money and being left with unfinished projects. We urge anyone who has had similar experiences with this company or Mr. Foster to report it to BBB.org.”

**Key points:**

1. As of June, 2024, BBB has received six complaints from consumers stating they hired Prime Builders or Neil (Connell) Robert Foster to build a pole building or remodel a home, provided advanced payments and the jobs were never completed.
2. The average financial loss reported by consumers is approximately $52,650, with losses ranging from $12,000 - $112,000.
3. Neil Foster, who claims to be running the business, has a history of similar complaints in multiple states and was subject to a 2013 enforcement action by the Idaho Contractor's Board.
4. BBB has reached out to Prime Builders and Neil (Connell) Robert Foster to provide a response to complaints and the allegations. Mr. Foster promised to address the complaints but has not done so.
5. BBB has been unable to locate a valid mailing address for the company.

**BBB recommends consumers take the following precautions when hiring contractors:**

- Check BBB.org for trusted businesses and to research companies to avoid.

- Obtain multiple bids for any project.

- Request and verify references from past customers.

- Research the company, and if possible, the business owner, thoroughly online.

- Trust your instincts if something doesn't feel right.

Consumers who have had issues with Prime Builders or Neil (Connell) Robert Foster are encouraged to file a complaint with BBB at BBB.org/complaints or report their experience at BBB.org/scamtracker.

For more information or to schedule an interview, please contact Better Business Bureau Great West + Pacific: (208) 342-4649 or [Info@thebbb.org](mailto:Info@thebbb.org)

**About Better Business Bureau:** Better Business Bureau, a private, non-profit organization, has empowered people to find businesses, brands, and charities they can trust for more than 110 years. In 2023, people turned to BBB more than 218 million times for BBB Business Profiles on 5.3 million businesses and 80,000 times for BBB charity reports on about 12,000 charities, for free at BBB.org.

The International Association of Better Business Bureaus is the umbrella organization for the local, independent BBBs in the United States, Canada, and Mexico. BBB Great West + Pacific serves more than 20 million consumers in Alaska, Central Colorado, Hawaii, Idaho, Montana, Oregon, Washington, and Western Wyoming. For more information, visit [BBB.org/gwp](https://www.bbb.org/local-bbb/bbb-great-west-pacific).

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