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report commissioned by FreshBooks, followed by Maine and Missouri.

**Isaac M. O'Bannon** • Mar. 07, 2024



The south is often called, “folksy.” And although the winters can be cold, residents of the “Land of 10,000 Lakes,” are often called “Minnesota Nice.” But another state has come in first in the 2023 Politeness Index of U.S. business owners.

Alaska has the most polite small business owners in the country, according to the report commissioned by FreshBooks, followed by Maine and Missouri. [FreshBooks](#)

analyzed proprietary invoice data to uncover which small business owners, by state,

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Alaska	40.17%
Maine	41.50%
Missouri	34.81%
Colorado	33.66%
Arizona	33.05%
Illinois	33.00%
New Mexico	32.88%
Connecticut	32.74%
Hawaii	32.73%
Massachusetts	31.73%



FreshBooks analyzed over 9 million invoices sent in 2023 from U.S. customers that

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