

# Consumer Dial

Hawaii's 24-hour automated information service. Your source of information on commonly asked consumer and business questions. Call 587-1234 on Oahu.



To call toll-free from the neighbor islands, use a touch tone telephone. From the island you're on, dial the local number listed below. This is a local call.

Kauai.....274-3141  
Maui.....984-2400  
Big Island.....974-4000  
Molokai/Lanai.....1-800-468-4644

When you hear the message, press 7-1234, followed by the # sign.



Department of Commerce & Consumer Affairs

#### Oahu

King Kalakaua Building  
335 Merchant Street  
Honolulu, Hawaii 96813

Leiopapa A Kamehameha Building  
235 South Beretania Street, 8<sup>th</sup> & 9<sup>th</sup> Floors  
Honolulu, Hawaii 96813

#### Hawaii

120 Pauchi St., Suite 212  
Hilo, Hawaii 96720

100 Pauchi St., Suite 109  
Hilo, Hawaii 96720

Hualalai Center, Room C-309  
75-170 Hualalai Road  
Kailua-Kona, Hawaii 96740

#### Kauai

3060 Eiwa Street, Room 204  
Lihue, Kauai 96766

#### Maui

1063 Lower Main St., Suite C-216  
Wailuku, Hawaii 96793

70 E. Kaahumanu Avenue, Unit B-9  
Kahului, Maui 96732

# CONSUMER DIAL



## Department of Commerce and Consumer Affairs

King Kalakaua Building  
335 Merchant Street  
Honolulu, Hawaii 96813

Web Address: [cca.hawaii.gov](http://cca.hawaii.gov)  
Email Address: [dcca@dcca.hawaii.gov](mailto:dcca@dcca.hawaii.gov)

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## INSTRUCTIONS

1. Dial 587-1234 on Oahu or use the neighbor island toll-free numbers
2. Press Menu Number
3. Press Message Number
4. Listen to Message

### Menu 1: Cars

Message 1: Towing Abandoned Vehicles  
Message 2: Tows Directed by Police  
Message 3: Car Rentals  
Message 4: Buying a New Car-Advertising  
Message 5: Buying a New Car  
Message 6: New Car Lemon Law  
Message 7: Buying a Used Car  
Message 8: Used Car Sales & Warranty Law  
Message 9: Motor Vehicle Repairs

### Menu 2: Landlord Tenant Information

Message 1: How to Obtain a Landlord Tenant Code Handbook  
Message 2: Security Deposit

Message 3: Access to a Unit  
Message 4: Repairs to a Unit  
Message 5: Failure to Pay Rent  
Message 6: Lockouts and Turning off Utilities  
Message 7: Termination  
Message 8: Abandoned Items Left in the Unit  
Message 9: What to do if you have Landlord Tenant Problems

### Menu 3: Financial and Consumer Issues

Message 1: Tips to Protect Your Identity  
Message 2: What to do if Your Identity is Stolen  
Message 3: Building and Repairs to Your Home  
Message 4: Tips on Hiring a Roofing Contractor  
Message 5: Travel Agencies  
Message 6: Credit Tips  
Message 7: Credit Cards  
Message 8: Loans  
Message 9: Banks, Escrow Companies, Money Transmitters, Mortgage Loan Originators, Mortgage Servicers

### Menu 4: General Retail Information

Message 1: How to Buy Products  
Message 2: How to Buy Services  
Message 3: Buying by Mail  
Message 4: Buying by Phone  
Message 5: Gift Certificate Law  
Message 6: Door-to-Door Sale  
Message 7: Refunds and Exchanges  
Message 8: Warranties

Message 9: Ads and Buying Merchandise

### Menu 5: Insurance Information

Message 1: Motor Vehicle Insurance  
Message 2: Motorcycle Insurance  
Message 3: Life Insurance  
Message 4: Homeowners Insurance  
Message 5: Employer Group Health Plans in Hawaii  
Message 6: Consumer Alert  
Message 7: Filing a Complaint against a Health Insurer or Health Plan  
Message 8: Filing a Complaint with the Insurance Division  
Message 9: About the Insurance Division

### Menu 6: Scams and Frauds

Message 1: 1-900 Phone Numbers  
Message 2: Infomercials  
Message 3: Contest Cons  
Message 4: Investment Fraud  
Message 5: Telemarketing Fraud  
Message 6: Ponzi Schemes  
Message 7: Pyramid Schemes  
Message 8: Other Investment Fraud

### Menu 7: Consumer Complaints

Message 1: Regulated Industries Complaints Office  
Message 2: Office of Consumer Protection  
Message 3: Medical Inquiry and Conciliation Panel  
Message 4: RICO Prior Complaints  
Message 5: Investment and Securities Complaints  
Message 6: Mediation