

**BREG Business Action Center**  
**1130 N. Nimitz Hwy, Suite A220**  
**Honolulu, HI 96817**

**ONE-STOP SHOP for new businesses 586-2545**

**Email: [bac@dcca.hawaii.gov](mailto:bac@dcca.hawaii.gov)**

Obtain the forms needed to start a new business: Business Registration filings, State general excise tax licenses, Employer registration applications, and Internal Revenue Service EIN numbers. Get personalized help with filings.

**Neighbor Island Offices**

• **Business Action Center**

**70 E. Kaahumanu Avenue, Unit B-9 873-8247**  
**Kahului, Maui 96732**

**100 Pauahi Street, Suite 109 933-0773**  
**Hilo, Hawaii 96720**

**Hours: 9:30am-3:00pm, 1st & 3rd Thursdays**  
**Please call to confirm; schedule subject to change.**

• **Consumer Protection, Office of**

**1063 Lower Main Street, Suite C-216 243-4648**  
**Wailuku, Maui 96793**

**120 Pauahi Street, Suite 212 933-0910**  
**Hilo, Hawaii 96720**

• **Regulated Industries Complaints Office**

**3060 Eiwa Street, Suite 204 274-3200**  
**Lihue, Kauai 96766**

**1063 Lower Main Street, Suite C-216 243-5808**  
**Wailuku, Maui 96793**

**120 Pauahi Street, Suite 212 933-8846**  
**Hilo, Hawaii 96720**

**75-170 Hualalai Road, Suite C309 327-9590**  
**Kailua-Kona, Hawaii 96740**

**Neighbor Island Toll-Free Numbers**

To call any DCCA office on Oahu from the Neighbor Islands, dial the number listed below for your island, then the last 5 digits of the office you want to call, followed by the # sign.

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

**Consumer Resource Center**

For questions about filing a complaint against a professional or vocational licensee, or to report unlicensed activity. Provides helpful information to consumers on a variety of topics, including hiring a licensed contractor and protecting yourself against unlicensed activity. Also accepts complaints for the Office of Consumer Protection.....587-4272  
[cca.hawaii.gov/rico/quicklinks/consumer\\_resource\\_center](http://cca.hawaii.gov/rico/quicklinks/consumer_resource_center)

**State Certified Arbitration Program**

Does your brand new vehicle seem defective? Do you keep having to go back to repair the same problem? Under Hawaii's Lemon Law, SCAP helps consumers resolve disputes with auto manufacturers and may be able to help you get a refund.....587-4272  
[cca.hawaii.gov/rico/scap\\_llaw](http://cca.hawaii.gov/rico/scap_llaw)

**Hiring a Licensed Contractor Hotline**

[cca.hawaii.gov/rico/licensedcontractor](http://cca.hawaii.gov/rico/licensedcontractor).....587-4272

**ID Theft Hotline**

[cca.hawaii.gov/identity-theft-information](http://cca.hawaii.gov/identity-theft-information).....587-4272

**Insurance Fraud Unit Hotline**

Download a fraud referral form from the DCCA website.  
[cca.hawaii.gov/ins/other\\_ins](http://cca.hawaii.gov/ins/other_ins).....587-7416

**Securities Fraud Hotline**

24-Hours a day.....587-2267  
Toll-free.....1-877-HI-SCAMS (1-877-447-2267)  
Securities fraud complaints accepted. Leave your contact information and a clear message.  
[www.investing.hawaii.gov](http://www.investing.hawaii.gov)

**Landlord-Tenant Code Information Line**

Monday - Friday, 8:00AM-12 Noon.....586-2634  
[cca.hawaii.gov/ocp/landlord\\_tenant](http://cca.hawaii.gov/ocp/landlord_tenant)

**Consumer Information Line**

24-Hours a day.....587-1234  
An automated system that contains commonly requested consumer messages organized by subject.  
[cca.hawaii.gov/consumer-dial-information](http://cca.hawaii.gov/consumer-dial-information)

**Online Services**

Business & license complaint history search, business name search, certificate of good standing search, various business filings, insurance and professional/vocational license renewals and license search.  
[cca.hawaii.gov/resources](http://cca.hawaii.gov/resources)

For a one-stop check on complaints history, business registration, license status.  
[www.businesscheck.hawaii.gov](http://www.businesscheck.hawaii.gov)

**State of Hawaii**  
**Department of**  
**Commerce and**  
**Consumer Affairs**



**DIRECTORY**  
**OF SERVICES**

**King Kalakaua Building**  
**335 Merchant Street**  
**Honolulu, HI 96813**

**587-DCCA / 587-3222 on Oahu**  
**1-800-394-1902 Neighbor Islands**

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



**King Kalakaua Building**  
**335 Merchant Street, Honolulu, HI 96813**

DCCA's main office is located in the United States Post Office Custom House and Court House. The building was renamed in 2004 in honor of Hawaii's first postmaster, King David Kalakaua.

**Administrative Hearings Office**

**Room 100 586-2828**

Conducts hearings and issues recommended decisions for cases originating in the department. Administers the Medical Inquiry and Conciliation Panel and the Design Professional Claims Conciliation Panel.

Email: oah@dcca.hawaii.gov

**Business Registration Division (BREG)**

**Room 201 586-2727**

www.businessregistrations.com

Registration for corporations, partnerships, limited liability partnerships, limited liability companies, trade names, trademarks and service marks.

Email: breg@dcca.hawaii.gov

**BREG-Office of the Securities Commissioner**

**Room 205 586-2740**

Regulates registration of securities, broker dealers, sales agents, investment advisers, representatives and franchises. Investigates and prosecutes securities fraud and other state securities and franchise violations. Provides free investor education materials, presentations and informational displays.

Email: seb@dcca.hawaii.gov

**Cable Television Division**

**Room 101 586-2620**

Issues franchises to Hawaii cable companies, monitors the quality of service, and handles consumer complaints regarding cable matters. Implements activities to achieve the State's goals of ensuring ubiquitous access throughout the State to high speed broadband at affordable prices.

Email: cabletv@dcca.hawaii.gov

**Consumer Advocacy Division**

**Room 326 586-2800**

Protects and advances the interests of consumers of regulated utility and transportation services in regulatory proceedings.

Email: dca@dcca.hawaii.gov

**Director's Office**

**Room 310 586-2850**

Sets policies and provides leadership for the department and oversees the activities of the department.

Email: dcca@dcca.hawaii.gov

**Financial Institutions, Division of**  
**Room 221 586-2820**

Regulates and supervises all state-chartered and state licensed financial institutions, escrow depositories, money transmitters, mortgage servicers, mortgage loan originators, and mortgage loan originator companies through various programs of licensing, enforcement and examinations.

Email general matters: dfi@dcca.hawaii.gov

Email mortgage loan originator matters:

dfi-nmls@dcca.hawaii.gov

**Insurance Division**

**Room 213 586-2790**

Oversees the Hawaii insurance industry; issues licenses, examines the fiscal condition of Hawaii-based companies, reviews rate and policy filings, investigates insurance related complaints, and monitors, regulates and promotes the captive insurance industry in Hawaii.

Email: insurance@dcca.hawaii.gov

**Professional & Vocational Licensing Division**

**Room 301 586-3000**

Oversees regulatory activities of 25 boards/commissions and 23 programs. Refer to contact information for each board and commission.

Email: pvl@dcca.hawaii.gov

**Leiopapa A Kamehameha Building**  
**235 S. Beretania Street, Honolulu, HI 96813**

**Consumer Protection, Office of**

**Room 801 586-2630**

Investigates and prosecutes consumer complaints alleging unfair or deceptive trade practices, in a broad range of areas, including advertising, refunds, motor vehicle rentals, door-to-door sales, credit practices.

Email: ocp@dcca.hawaii.gov

**Mortgage Foreclosure Dispute Resolution**

Email: MFDR@dcca.hawaii.gov 586-2886

**Regulated Industries Complaints Office**

**9<sup>th</sup> Floor 587-4272**

Investigates and prosecutes complaints relating to licensed professionals and unlicensed activity.

Email: rico@dcca.hawaii.gov

**Hawaii Post-Secondary Education**

**Authorization Program (HPEAP) 586-7327**

Authorization of accredited post-secondary degree-granting institutions.

Email: hpeap@dcca.hawaii.gov

**Boards, Commissions and Programs**

Accountancy.....	586-2696
Activity Providers ..	586-2694
Acupuncture .....	586-2698
Athletic Trainers .....	586-2698
Barbering & Cosmetology ....	586-2696
Boxing .....	586-2701
Cemetery & Funeral Trusts .....	586-2704
Chiropractic .....	586-2697
Collection Agencies .....	586-2693
Commercial Employment Agencies .....	586-2696
Condominium Management & Governance ....	586-2643
Contractors .....	586-2700
Dentists & Dental Hygienists .....	586-2702
Detectives & Guards .....	586-2705
Electricians & Plumbers .....	586-2705
Electrology .....	586-2696
Elevator Mechanics .....	586-2701
Professional Engineers, Architects, Land Surveyors & Landscape Architects .....	586-2702
Hearing Aid Dealers & Fitters .....	586-2698
Marriage & Family Therapy .....	586-2697
Massage Therapy.....	586-2694
Medicine & Surgery .....	586-2708
Mental Health Counselors .....	586-2697
Mixed Martial Arts Contests .....	586-2701
Motor Vehicle Industry .....	586-2698
Motor Vehicle Repair Industry .....	586-2698
Naturopathy .....	586-2704
Nurse Aides .....	586-2695
Nursing .....	586-2695
Nursing Home Administrators .....	586-2695
Occupational Therapy .....	586-2693
Opticians, Dispensing .....	586-2704
Optometry .....	586-2693
Osteopathy .....	586-2708
Pest Control .....	586-2705
Pharmacy .....	586-2695
Physical Therapy .....	586-2694
Port Pilots .....	586-2701
Psychology .....	586-2699
Real Estate Appraisers .....	586-2701
Real Estate Brokers & Salespersons .....	586-2643
Real Estate Commission .....	586-2643
Real Estate Education, Schools & Instructors....	586-2643
Respiratory Therapists .....	586-2692
Social Workers.....	586-2699
Speech Pathology & Audiology .....	586-2704
Subdivision .....	586-2709
Time Share .....	586-2709
Travel Agencies .....	586-2694
Uniform Athlete Agents .....	586-2692
Veterinary Medicine .....	586-2697