



**Hawaii Insurance Division, Department of Commerce and Consumer Affairs, is responsible for overseeing the insurance industry in the State of Hawaii, which includes insurance companies, insurance agents, self-insurers and captives.**

**We are located in Room 213 at the King Kalakaua Building on 335 Merchant Street in Downtown Honolulu, Hawaii. Our office is open 7:45 a.m. – 4:30 p.m., Monday to Friday, except state holidays.**

**The Insurance Division is organized, under the direction of the Insurance Commissioner and assisted by the Chief Deputy Insurance Commissioner, into seven branches.**

Captive Insurance Branch	Compliance and Enforcement Branch	Financial Surveillance & Examination
<ul style="list-style-type: none"><li>Facilitates the monitoring, regulation and development of the captive insurance industry in the State of Hawaii</li></ul>	<ul style="list-style-type: none"><li>Regulates all lines of insurance except health</li><li>Investigates consumer and industry complaints to assure compliance with applicable statutes and administrative rules</li><li>Conducts background checks of all potential licensees</li></ul>	<ul style="list-style-type: none"><li>Conducts financial surveillance and financial regulation of Hawaii domestic insurance companies</li></ul>
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### Health Branch

- Regulates and investigates inquiries and complaints pertaining to health insurers

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

### Fraud Investigations Branch

- Prosecutes insurance fraud
- Operates Fraud Hotline at (808) 587-7416

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

### Licensing Branch

- Issues, extends, amends, renews, non-renews, reactivates and inactivates individual and business entity licenses
- Assists the public with licensing requirements
- Oversees the Continuing Education (CE) program

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

### Rate & Policy Analysis Branch

- Assures insurance companies comply with state insurance laws relating to policies, coverage and rates
- Reviews and approves rates used by insurance companies

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

### State of Hawaii Insurance Division

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