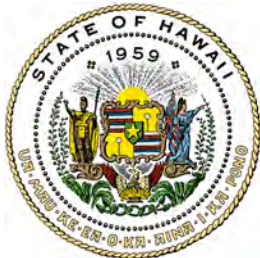


# OFFICE OF CONSUMER PROTECTION

***"To Foster a Fair and Safe Marketplace"***



Ph: (808) 586-2630

The Office of Consumer Protection (OCP) is consumer counsel for the State of Hawaii and is responsible for investigating and prosecuting allegations of unfair and deceptive trade practices in consumer transactions. OCP also promotes consumer awareness about important consumer protection issues through its programs, media releases and educational materials.

OCP enforces Hawaii's unfair and deceptive practices laws over a wide range of commercial activities including:

- Advertising violations
- Door-to-door sales
- Solar energy devices
- Gift certificates
- Offers of gifts and prizes
- Going out of business sales
- Refunds and exchanges
- Debt adjusters
- Payday lenders
- Collection practices
- Credit sales
- Health clubs
- Towing
- Fine prints
- Motor vehicle rentals
- Unaccredited degree granting educational institutions
- Mortgage foreclosure rescue scams

**The Hawaii Residential Landlord-Tenant Information Center**  
OCP operates the Hawaii Residential Landlord-Tenant Information Center. This free service offers information to the general public about Hawaii's Residential

Landlord-Tenant Code. Callers can access the Information Center by calling (808) 586-2634 or by visiting any of the OCP offices between 8 AM and 12 noon.

Call the **Consumer Resource Center at (808) 587-4272** if you wish to obtain prior complaints information or file a consumer complaint about a merchant, business, or licensed professional.

**If you or anyone you know believes they have been the victim of a fraud or scam, encountered an unfair or deceptive act or practice in a consumer transaction, or run into a questionable financial transaction, contact the State Office of Consumer Protection today.**

## **OCP Locations**

### **Honolulu Office**

235 S. Beretania Street, Room 801  
Honolulu, HI 96813-2419  
Ph: (808) 586-2630  
Fax: (808) 586-2640  
Email: [ocp@dcca.hawaii.gov](mailto:ocp@dcca.hawaii.gov)  
Website: [www.hawaii.gov/dcca/ocp](http://www.hawaii.gov/dcca/ocp)

### **Maui Office**

1063 Lower Main Street, Suite C-216  
Wailuku, Hawaii 96793  
Ph: (808) 243-4648  
Fax: (808) 243-5807

### **Hilo Office**

120 Pauahi Street, Suite 212  
Hilo, Hawaii 96720  
Ph: (808) 933-0910  
Fax: (808) 933-8845

### **State Toll Free Numbers**

#### **To call Oahu from the neighbor islands**

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

**Then dial the last five digits of any state phone number on Oahu and press the # sign.**



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