

PROFESSIONAL AND VOCATIONAL LICENSING DIVISION
Frequently Asked Questions
11/7/2014

1) Where can I get an application for licensure?

You may download the application from this website (cca.hawaii.gov/dcca/pvl) by clicking on the appropriate board or program for information and application forms.

To **request an application be mailed to you**, please provide the following:

- Name
- Mailing address
- Specify the type of application

We invite you to call the Licensing Branch at (808) 586-3000, between 7:45 a.m. and 4:30 p.m., Hawaiian Standard Time, or email us at pvl@dcca.hawaii.gov.

2) How much are the licensing fees?

Information on the fees can be found on the instruction sheet that is attached to the application form.

3) How long does it take to process an application?

Please allow 15 to 20 business days to process an application, provided that you have submitted a **completed** application. "To process an application" means that the application has to be reviewed for completeness ensuring that all fields are completed and all requirements (i.e. fees, exam, education, experience, employment, board/program approval, if applicable) are met, then a license can be issued.

4) What do you mean by a completed application?

An application is considered to be complete when ALL the requested information and required fees are provided.

5) What is the status of my application?

To check on the status of your application, we invite you to call the Licensing Branch at (808) 586-3000, between 7:45 a.m. and 4:30 p.m., Hawaiian Standard Time, or email us at pvl@dcca.hawaii.gov.

6) What must I do to inform you of a change of address?

For **residence or mailing address changes**, click on this link to download the form: [Address/Name Change/Duplicate License Request](#).

For **business address changes**, the following licensing areas require a "Relocation Application": Barber Shops, Beauty Shops, Beauty Schools, Massage Therapy Establishments, Motor Vehicle Dealers/Auctions, Pharmacies, and Repair Dealerships.

Real Estate licenses require a Change Form (click on this link: [Change Form – Real Estate](#)). Pest Control licenses require a Zoning Certification Form (click on this link: [Pest Control Zoning Certification](#)). Links to additional forms can be found on the applicable home pages.

Incomplete requests will not be processed. You will not receive confirmation of the address change. Please allow twenty (20) business days from receipt of your request for your change of address to be posted in our database.

(Please note that your records will be updated **only if your license is current.**)

7) What must I do to inform you of a name change?

To **change your name**, click on this link to download the form: [Address/Name Change/Duplicate License Request](#).

(Note: Real Estate licensees must report name change on Change Form - (click on this link: [Change Form – Real Estate](#))).

Mailing address: Licensing Branch – Name Change
 P.O. Box 3469
 Honolulu, Hawaii 96801

Office location: 335 Merchant Street, Room 301
 Honolulu, Hawaii 96813

Please allow twenty (20) business days from receipt of your request for your name change to be posted in our database. If you would like a new pocket ID card, attach a payment of \$10.

(Please note that your records will be updated **only if your license is current.**)

8) What must I do to request for a license verification?

Verification of licenses can be done on-line at no cost using our license search site at <https://pvl.ehawaii.gov/pvlsearch>. You or the requesting agency will be able to obtain information such as original license date, license expiration date, license status, disciplinary action, etc. The information downloaded from this site is official license information which state boards or other individuals can download for themselves.

If the above is not acceptable, please submit a written request that includes the complete address of the location that the verification is to be mailed to along with a \$15 fee (check payable to *Commerce and Consumer Affairs*):

Mailing address: Licensing Branch – License Verification
 P. O. Box 3469
 Honolulu, Hawaii 96801

Office location: 335 Merchant Street, Room 301
Honolulu, Hawaii 96813

Please allow twenty (20) business days from receipt of your request for PVL standard verification reports to be mailed out.

9) What must I do to request for a duplicate pocket card?

To request a **duplicate pocket card**, click on this link to download the form: [Address/Name Change/Duplicate License Request](#), and provide your license type(s) and number(s) and \$10 fee for each license (check payable to *Commerce and Consumer Affairs*):

Mailing address: Licensing Branch – Duplicate card request
P. O. Box 3469
Honolulu, Hawaii 96801

Office location: 335 Merchant Street, Room 301
Honolulu, Hawaii 96813

Please allow twenty (20) business days from receipt of your request for a duplicate pocket card to be mailed out.

10) What must I do to request for a duplicate wall certificate?

To request a **duplicate wall certificate**, click on this link to download the form: [Address/Name Change/Duplicate License Request](#), and provide your license type(s) and number(s) and \$10 fee for each license (check payable to *Commerce and Consumer Affairs*):

Mailing address: Licensing Branch – Duplicate wall cert request
P. O. Box 3469
Honolulu, Hawaii 96801

Office location: 335 Merchant Street, Room 301
Honolulu, Hawaii 96813

Please allow twenty (20) business days from receipt of your request for a duplicate wall certificate to be mailed out.

11) What must I do to renew my license?

For comprehensive information, click on this link: cca.hawaii.gov/pvl/my-pvl-and-renewal-faqs.

The renewal period normally becomes available approximately 8 weeks prior to the renewal deadline. You will be mailed a postcard reminder or a hardcopy application form regarding the renewal of your license. Many license types are eligible for **Online Renewals**. To determine eligibility, please visit the Professional and Vocational Licensing Online Renewal site at <https://pvl.ehawaii.gov/pvl/my-pvl>. If you would like to

check the status of your online renewal, please visit <https://pvl.ehawaii.gov/pvlsearch> after 3 business days. If the "EXPIRE DATE" has been updated, your electronic renewal was successfully completed and you can expect your pocket ID card to be mailed out in 7 - 10 business days.

If your license type is not available to renew online or you prefer not to, you may renew by submitting a hardcopy renewal application form. If you would like to have a renewal form mailed to you, you may email the board/program from the link on their home page or call the Licensing Branch at (808) 586-3000 between 7:45 a.m. and 4:30 p.m., Hawaii Standard Time.

Hardcopy renewal applications take approximately 2 - 3 weeks to process. Your pocket ID card will be mailed out in 7 - 10 business days after your hardcopy renewal has been processed.

12) What must I do to file a complaint against a licensee?

To file a **complaint**, please contact the **Regulated Industries Complaints Office (RICO)**:

Oahu: Leiopapa A Kamehameha Building
235 South Beretania Street, 9th Floor
Honolulu, Hawaii 96813
(808) 587-4272
e-mail address: rico@dcca.hawaii.gov

Kauai: 3060 Eiwa Street, Room 204
Lihue, Hawaii 96766
(808) 274-3200

Maui: 1063 Lower Main Street, Suite C-216
Wailuku, Hawaii 96793
(808) 243-5808

Hilo: 120 Pauahi Street, Suite 212
Hilo, Hawaii 96720
(808) 933-8846

Kona: Hualalai Center
75-170 Hualalai Road, Room C-309
Kailua-Kona, Hawaii 96740
(808) 327-9590

RICO complaint forms are available for download on the RICO site:
cca.hawaii.gov/rico/forms

13) Where can I find a Board meeting schedule?

To find a **Board meeting schedule**, please visit the particular Board's website and click on Board Meeting Schedule to view its calendar of meetings.

You may also confirm a meeting date, time, and location by referring to the State of Hawaii's Online Calendar that is located on the PVL homepage at cca.hawaii.gov/pvl/calendar six (6) days prior to the meeting.

14) Where can I find the law and administrative rules for a specific licensing area?

To find the **law and administrative rules** for a specific licensing area, please visit the Board's website and click on HRS (for statutes) or HAR (for administrative rules).

15) How can I obtain a list/roster of licensees for a particular profession?

The Professional and Vocational Licensing Division does not have **mailing lists** of licensees. The Division maintains a **public roster** of licensees that includes only public information (e.g., licensee name, license number, license status, and license effective/expiration dates).

The roster is available for purchase via the Internet through the PVL List Builder online system at <https://pvl.ehawaii.gov/pvllistbuilder/>. The PVL List Builder allows you to build and download a customized list of licensees under the jurisdiction of the Professional and Vocational Licensing Division of the Department of Commerce and Consumer Affairs. The cost will depend on the number of licensee records in your list. There is a minimum cost of \$5.00 for list of 100 or less licensees. The cost for additional records over 100 is .05 cents per record.

Lists purchased and information on downloading your list will be sent to you via email within 24 hours. The list will be in an electronic comma delimited text file. This file can be easily loaded into most database or spreadsheet programs such as Access or Excel.

16) Can I place my license on inactive status?

Currently, only the following licensing areas allow for licenses to go on inactive status:

Activity Desk, Athletic Trainer, Barbering and Cosmetology, Chiropractor, Collection Agency, Contractor, Dental Hygienist, Dentist, Dispensing Optician, Electrologist, Employment Agency, Hearing Aid Dealer & Fitter, Electricians & Plumber, Marriage & Family Therapist, Massage, Mental Health Counselor, Naturopath, Nursing, Nursing Home Administrator, Occupational Therapist, Pest Control, Pharmacy, Physician Assistant, Physical Therapist, Private Detective and Guard, Psychologist, Real Estate*, Real Estate Appraiser, Respiratory Therapist, Social Worker, Travel Agency and Veterinary.

(*Real Estate licensees must inactivate their license by submitting a completed Change Form: click on this link: [Change Form – Real Estate](#)).

If you are eligible, you may email the board/program from the link on their home page or call the Licensing Branch at (808) 586-3000 between 7:45 a.m. and 4:30 p.m., Hawaiian Standard Time, and request to have an inactivation application form sent to you. At the current time, this cannot be done online.

17) How do I reactivate my inactive license?

Please email the board/program from the link on their home page or call the Licensing Branch at (808) 586-3000 between 7:45 a.m. and 4:30 p.m., Hawaiian Standard Time, and request to have a reactivation application form sent to you. At the current time, this cannot be done online.

(Real Estate licensees must reactivate their license by submitting a completed Change Form: click on this link: [Change Form – Real Estate](#)).

18) How do I restore or reinstate my license?

If you are eligible to restore or reinstate your license, you may email the board/program from the link on their home page or call the Licensing Branch at (808) 586-3000 between 7:45 a.m. and 4:30 p.m., Hawaiian Standard Time, and request to have a restoration or reinstatement application form sent to you. At the current time, this cannot be done online.

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