**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
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** 974-4600
- **Molokai & Lanai** 1-800-468-4644

**Consumer Resource Center**
Monday - Friday, 7:45AM-4:30PM..........587-4272
Verification of current status of existing licensees or businesses, complaint history of licensees & businesses, file complaints against licensees & businesses, and other general consumer information.
Press 2: To verify whether a business or individual is licensed, to receive complaint history information on a business or licensee, or to verify if a business is registered in the State
Press 3: For information about hiring a licensed contractor
Press 4: For information about the State Certified Arbitration Program, otherwise known as Hawaii’s lemon law
Press 6: For information about filing a complaint

**Hiring a Licensed Contractor Hotline**
Monday - Friday, 7:45AM-4:30PM..........587-4272
c.ca.hawaii.gov/rico/licensedcontractor

**ID Theft Hotline**
Monday - Friday, 7:45AM-4:30PM..........587-4272
c.ca.hawaii.gov/identity-theft-information

**Insurance Fraud Unit Hotline**
Monday - Friday, 7:45AM-4:30PM..........587-7416
Download a fraud referral form from the DCCA website.
ca.hawaii.gov/ins/other_ins

**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

**Landlord-Tenant Code Information Line**
Monday - Friday, 8:00AM-12 Noon...........586-2634
c.ca.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.
c.ca.hawaii.gov/consumer-dial-information

**Online Services**
Services available: 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.
c.ca.hawaii.gov/resources

**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
Email address: dcca@dcca.hawaii.gov

Rev. 11/13
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

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 9th Floor 587-4272
Investigates and prosecutes complaints relating to the industries regulated by the department. Administers the State Certified Arbitration Program (SCAP) for “lemon” vehicles.
Email: rico@dcca.hawaii.gov