

**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, 1<sup>st</sup> & 3<sup>rd</sup> 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**

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

**ID Theft Hotline**

Monday - Friday, 7:45AM-4:30PM.....587-4272  
[cca.hawaii.gov/identity-theft-information](http://cca.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.  
[cca.hawaii.gov/ins/other\\_ins](http://cca.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](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**

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.  
[cca.hawaii.gov/resources](http://cca.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](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

**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

### Business Registration-Securities Branch

**Room 205 586-2740**

Regulates registration of securities, broker dealers, sales agents, investment advisers, representatives and franchises. Investigates 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 the industries regulated by the department. Administers the State Certified Arbitration Program (SCAP) for "lemon" vehicles.

Email: rico@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