

**BREG 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-9 270-5769  
 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

• **Public Utilities Commission**  
 3060 Eiwa Street, Room 302-C 274-3232  
 Lihue, Hawaii 96766

54 S. High Street, Room 218 984-8182  
 Wailuku, Maui 96793

688 Kinoole Street, #106-A 974-4533  
 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**

For questions about filing a complaint against a professional or vocational licensee, or to report unlicensed activity. Provides helpful information to consumers on a variety of topics, including hiring a licensed contractor & protecting yourself against unlicensed activity. Also accepts complaints for the Office of Consumer Protection.....587-4272  
[cca.hawaii.gov/rico/quicklinks/consumer\\_resource\\_center](http://cca.hawaii.gov/rico/quicklinks/consumer_resource_center)

**State Certified Arbitration Program**

Does your brand new vehicle seem defective? Do you keep having to go back to repair the same problem? Under Hawaii's Lemon Law, SCAP helps consumers resolve disputes with auto manufacturers.....587-4272  
[cca.hawaii.gov/rico/scap\\_llaw](http://cca.hawaii.gov/rico/scap_llaw)

**Hiring a Licensed Contractor Hotline**

[cca.hawaii.gov/rico/licensedcontractor](http://cca.hawaii.gov/rico/licensedcontractor).....587-4272

**ID Theft Hotline**

[cca.hawaii.gov/identity-theft-information](http://cca.hawaii.gov/identity-theft-information).....587-4272

**Insurance Fraud Unit Hotline**

Download a fraud referral form from the DCCA website.  
[cca.hawaii.gov/ins/other\\_ins](http://cca.hawaii.gov/ins/other_ins).....587-7416

**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**

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)

For a one-stop check on complaints history, business registration, license status.  
[www.businesscheck.hawaii.gov](http://www.businesscheck.hawaii.gov)

**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 & issues recommended decisions for cases originating in the department. Administers the Medical Inquiry & Conciliation Panel & the Design Professional Claims Conciliation Panel.  
Email: oah@dcca.hawaii.gov

### Business Registration Division (BREG)

**Room 201** **586-2727**

www.businessregistrations.com  
Registration for corporations, partnerships, limited liability partnerships, limited liability companies, trade names, trademarks & service marks.  
Email: breg@dcca.hawaii.gov

### BREG-Office of the Securities Commissioner

**Room 205** **586-2740**

Regulates registration of securities, broker dealers, sales agents, investment advisers, investment adviser representatives & franchises. Investigates & prosecutes securities fraud & other state securities & franchise violations. Provides free investor education materials, presentations & 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, & handles consumer complaints regarding cable matters. Advocates for & supports activities for the establishment of affordable, accessible broadband services & its use throughout the State.  
Email cable matters: cabletv@dcca.hawaii.gov  
Email broadband matters: broadband@dcca.hawaii.gov

### Consumer Advocacy Division

**Room 326** **586-2800**

Protects & advances the interests of consumers of regulated utility & transportation services in regulatory proceedings.  
Email: dca@dcca.hawaii.gov

### Director's Office

**Room 310** **586-2850**

Sets policies & provides leadership for the department & oversees the activities of the department.  
Email: dcca@dcca.hawaii.gov

### Financial Institutions, Division of

**Room 221** **586-2820**

Regulates & supervises all state-chartered & state licensed financial institutions, escrow depositories, money transmitters, mortgage

servicers, mortgage loan originators, & mortgage loan originator companies through various programs of licensing, enforcement & 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 & policy filings, investigates insurance related complaints, & monitors, regulates & 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 & 23 programs. Refer to contact information for each board & commission.  
Email: pvl@dcca.hawaii.gov

### Hawaii Post-Secondary Education Authorization Program (HPEAP)

**586-7327**

Authorization of accredited post-secondary degree-granting institutions.

Email: hpeap@dcca.hawaii.gov

## Leiopapa A Kamehameha Building

235 S. Beretania Street, Honolulu, HI 96813

### Consumer Protection, Office of

**Room 801** **586-2630**

Investigates & prosecutes consumer complaints alleging unfair or deceptive trade practices, 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 & prosecutes complaints relating to licensed professionals & unlicensed activity.  
Email: rico@dcca.hawaii.gov

## Kekuanooa Building

465 South King Street, Honolulu, HI 96813

### Public Utilities Commission

**Room 103** **586-2020**

Regulates all franchised or certificated public service companies operating in the state.  
Email: hawaii.puc@hawaii.gov

## Boards, Commissions and Programs

Accountancy.....	586-2696
Activity Providers .....	586-2692
Acupuncture .....	586-2692
Athletic Trainers .....	586-2694
Barbering & Cosmetology ....	586-2696
Boxing .....	586-2701
Cemetery & Funeral Trusts .....	586-2698
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 .....	586-2698
Electrology .....	586-2696
Elevator Mechanics .....	586-2694
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 .....	586-2699
Mental Health Counselors .....	586-2697
Mixed Martial Arts Contests .....	586-2701
Motor Vehicle Industry .....	586-2698
Motor Vehicle Repair Industry .....	586-2698
Naturopathy .....	586-2708
Nurse Aides .....	586-2695
Nursing .....	586-2695
Nursing Home Administrators .....	586-2695
Occupational Therapy .....	586-2693
Opticians, Dispensing .....	586-2694
Optometry .....	586-2693
Osteopathy .....	586-2699
Pest Control .....	586-2704
Pharmacy .....	586-2695
Physical Therapy .....	586-2701
Port Pilots .....	586-2701
Psychology .....	586-2704
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 .....	586-2704
Social Workers.....	586-2704
Speech Pathology & Audiology .....	586-2693
Subdivision .....	586-2709
Time Share .....	586-2709
Travel Agencies .....	586-2692
Uniform Athlete Agents .....	586-2690
Veterinary Medicine .....	586-2697