



**This is a list of services and programs provided by the Department of Commerce and Consumer Affairs.**

**Language Assistance:** If you need an interpreter, you will need to state in English the language you can speak, you may be put on hold while services are obtained, and you may be asked to provide a call back number.

### **Department of Commerce and Consumer Affairs (DCCA)**

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

DCCA promotes a strong and healthy business environment while protecting the community from unfair and deceptive business practices. 587-DCCA (587-3222) or toll-free 1-800-394-1902

**Email:** [dcca@dcca.hawaii.gov](mailto:dcca@dcca.hawaii.gov)

### **Business Registration (BREG)**

[www.businessregistrations.com](http://www.businessregistrations.com)

Registers corporations, partnerships, limited liability companies, trade names, trademarks and service marks. 586-2727

**Email:** [breg@dcca.hawaii.gov](mailto:breg@dcca.hawaii.gov)

### **Business Registration/Business Action Center\* (BAC)**

[www.getstartedhawaii.com](http://www.getstartedhawaii.com)

Information for new businesses. Receive assistance with state business, tax, and employer registrations, and information needed to start a new business. 586-2545

**Email:** [bac@dcca.hawaii.gov](mailto:bac@dcca.hawaii.gov)

### **BREG-Office of the Securities Commissioner**

[www.investing.hawaii.gov](http://www.investing.hawaii.gov)

Registers franchises, securities, and professionals who sell, solicit and advise on securities. Investigates and prosecutes securities fraud and other securities and franchise violations. Provides free investor education materials, presentations and informational displays. For questions or to report securities fraud call 586-2740 or toll-free 1-877-447-2267.

**Email:** [seb@dcca.hawaii.gov](mailto:seb@dcca.hawaii.gov)

### **Cable Television (CATV)**

[cca.hawaii.gov/catv](http://cca.hawaii.gov/catv)

Issues franchises to Hawaii cable companies, monitors service quality, and handles consumer complaints regarding cable matters. 586-2620

**Email:** [cabletv@dcca.hawaii.gov](mailto:cabletv@dcca.hawaii.gov)

### **Consumer Dial**

[cca.hawaii.gov/consumer-dial-information](http://cca.hawaii.gov/consumer-dial-information)

DCCA's 24-hour automated information service. Information on commonly asked consumer questions. 587-1234

### **Division of Consumer Advocacy (DCA)**

[cca.hawaii.gov/dca](http://cca.hawaii.gov/dca)

Protects and represents the interests of Hawaii's consumers in regulate public utilities and transportation service matters. 586-2800

**Email:** [dca@dcca.hawaii.gov](mailto:dca@dcca.hawaii.gov)

### **Division of Financial Institutions (DFI)**

[cca.hawaii.gov/dfi](http://cca.hawaii.gov/dfi)

DFI ensures the safety and soundness of state-chartered and state-licensed financial institutions, and ensures regulatory compliance by state-licensed financial institutions, escrow depositories, money transmitters, mortgage servicers, mortgage loan originators and mortgage loan originator companies and protects the rights and funds of depositors, borrowers, consumers and other members of the public. 586-2820

**Email general, consumer complaints, bank, non-depository financial institutions, escrow company, and money transmitter matters:** [dfi@dcca.hawaii.gov](mailto:dfi@dcca.hawaii.gov)

**Email mortgage loan originator, mortgage loan originator company, and mortgage servicer matters:** [dfi-nmls@dcca.hawaii.gov](mailto:dfi-nmls@dcca.hawaii.gov)

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

[cca.hawaii.gov/hpeap](http://cca.hawaii.gov/hpeap)

Authorization of accredited post-secondary degree-granting institutions. 586-7327

**Email:** [hpeap@dcca.hawaii.gov](mailto:hpeap@dcca.hawaii.gov)

### **Insurance Division (INS)**

[www.hawaii.gov/dcca/ins/](http://www.hawaii.gov/dcca/ins/)

Oversees the Hawaii insurance industry, issues licenses, examines the fiscal condition of Hawaii-based companies, reviews rate and policy filings, investigates insurance related complaints. 586-2790

**Email:** [insurance@dcca.hawaii.gov](mailto:insurance@dcca.hawaii.gov)

### **Landlord-Tenant Information**

[cca.hawaii.gov/ocp/landlord\\_tenant](http://cca.hawaii.gov/ocp/landlord_tenant)

Call the Residential Landlord-Tenant Center Hotline with your questions from 8:00 am to 12 noon Monday through Friday, except State holidays. 586-2634

### **License, Business, and Information Section (LBIS)**

[www.businesscheck.hawaii.gov](http://www.businesscheck.hawaii.gov)

Consumers can get basic business registration information, find out if a business or individual is licensed, and get information about complaints filed with RICO and OCP. 587-4272, Press 2

## Medical Inquiry and Conciliation Panel

[cca.hawaii.gov/oah/medical\\_inquiries/](http://cca.hawaii.gov/oah/medical_inquiries/)

The Panel conducts informal conciliation hearings on inquiries regarding health care providers before a lawsuit is filed. The Panel's decision is advisory and is non-binding. Any party may still file a lawsuit if it wishes. Hearings are conducted in a non-adversarial manner and facilitate the conveyance of information rather than assigning blame. 586-2823

Email: [micp@dcca.hawaii.gov](mailto:micp@dcca.hawaii.gov)

## Mortgage Foreclosure Dispute Resolution Program

[cca.hawaii.gov/ocp/mfdr/mortgage-foreclosure-dispute-resolution-mfdr-program/](http://cca.hawaii.gov/ocp/mfdr/mortgage-foreclosure-dispute-resolution-mfdr-program/)

Program enables owner-occupants of residential property in non-judicial foreclosure to meet directly with their lenders to modify their loans or to work out a payment plan within three months. 586-2886

Email: [mfdr@dcca.hawaii.gov](mailto:mfdr@dcca.hawaii.gov)

## Office of Consumer Protection\* (OCP)

[cca.hawaii.gov/ocp](http://cca.hawaii.gov/ocp)

As the consumer counsel for the State, OCP investigates consumer complaints alleging unfair or deceptive trade practices in a broad range of areas, including advertising, refunds, motor vehicle rentals, door-to-door sales, and credit practices. To file a complaint, call 587-4272.

Email: [ocp@dcca.hawaii.gov](mailto:ocp@dcca.hawaii.gov)

## Professional and Vocational Licensing (PVL)

[www.hawaii.gov/dcca/pvl/](http://www.hawaii.gov/dcca/pvl/)

Oversees regulatory activities of 25 boards/commission and 24 programs. 586-3000

Email: [pvl@dcca.hawaii.gov](mailto:pvl@dcca.hawaii.gov)

## Public Utilities Commission\* (PUC)

[www.puc.hawaii.gov](http://www.puc.hawaii.gov)

Regulates all franchised or certificated public service companies operating in the State. 586-2020

Email: [hawaii.puc@hawaii.gov](mailto:hawaii.puc@hawaii.gov)

## Regulated Industries Complaints Office\* (RICO)

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

Investigates and prosecutes complaints relating to licensed professionals and unlicensed activity. 587-4272

Email: [rico@dcca.hawaii.gov](mailto:rico@dcca.hawaii.gov)

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

## RICO Consumer Resource Center (CRC)

[cca.hawaii.gov/rico/quicklinks/consumer\\_resource\\_center](http://cca.hawaii.gov/rico/quicklinks/consumer_resource_center)

For questions about filing a complaint against a professional or vocational licensee, or to report unlicensed activity. Provides information on a variety of topics, including hiring a licensed contractor and protecting yourself against unlicensed activity. CRC also accepts complaints for the Office of Consumer Protection. 587-4CRC (587-4272)

## RICO State Certified Arbitration Program (SCAP)

[cca.hawaii.gov/rico/scap\\_llaw](http://cca.hawaii.gov/rico/scap_llaw)

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 and may be able to help you get a refund. 587-4272

## Neighbor Island Toll-Free Numbers

To call any DCCA office on Oahu from the Neighbor Islands, dial the number listed 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
Hawaii Island .....	974-4000
Molokai & Lanai .....	1-800-468-4644

## Online Services

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

Many services are available online in English. File various business forms, renew insurance and professional/vocational licenses, as well as conduct a license search. Search business and license complaint history, business name, certificate of good standing, and much more.

\*Neighbor Island Offices available. Please call for more information or for location and hours.

For an overview of our services or for a printable DCCA Directory of Services, please visit: <http://cca.hawaii.gov/overview/>