BREG Business Action Center
335 Merchant Street #201
Honolulu, HI 96813

ONE-STOP SHOP for new businesses 586-2545
Email: bac@dcca.hawaii.gov
Obtain forms and info for starting a business: Business registration filings, state general excise tax licenses, employer registration info, and IRS tax ID numbers (EINs). Get personalized assistance with filings.

Neighbor Island Offices

- Business Action Center
  2145 Wells Street, Suite 106  243-8679
  Wailuku, Maui 96793
  25 Aupuni Street, Suite 1301  961-8947
  Hilo, Hawaii 96720
  Hours: 9:30am-2:30pm, 1st & 3rd Thursdays
  Please call to confirm; schedule subject to change.

- Consumer Protection, Office of
  2145 Wells Street, Suite 106  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
  2200 Main Street, Suite 540  984-8182
  Wailuku, Maui 96793
  688 Kinoole Street, #106-A  974-4533
  Hilo, Hawaii 96720

- Regulated Industries Complaints Office
  3060 Eiwa Street, Suite 204  241-3300
  Lihue, Hawaii 96766
  2145 Wells Street, Suite 106  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

RICO 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

Hawaii’s Lemon Law Program (SCAP)
Does your brand-new vehicle seem defective? Do you keep having to go back to repair the same problem? Under Hawaii’s Lemon Law, the State Certified Arbitration Program helps consumers resolve disputes with auto manufacturers......................... 587-4272
cca.hawaii.gov/rico/lemon-law

Hiring a Licensed Contractor Hotline
cca.hawaii.gov/rico/licensedcontractor ........................................... 587-4272

Insurance Fraud Branch Hotline
Download a fraud referral form from the DCCA website. 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)
Call our office to report securities fraud and/or download the complaint form at investing.hawaii.gov

Landlord-Tenant Information Center
Monday - Friday, 8:00AM-12 Noon ........................................... 586-2634
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

Online Services
Business & license complaint history search, business name search, certificate of good standing search, various business filings, insurance and professional/vocational license renewals & license search.
cca.hawaii.gov/resources
For a one-stop check on complaints history, business registration, license status.
www.businesscheck.hawaii.gov

Rev. 12/19
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 (PVL)
Room 301 586-3000
Oversees regulatory activities of 25 boards/commissions & 25 programs. Refer to contact information for each board & commission.
Email: pvl@dcca.hawaii.gov

PVL-Real Estate Branch
Room 333 586-2643
Provides guidance & educational materials on real estate issues & condominium governance.
Email: hirec@dcca.hawaii.gov

Hawaii Post-Secondary Education Authorization Program (HPEAP)
Authorization of accredited post-secondary degree-granting institutions.
Email: hpeap@dcca.hawaii.gov

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
9th Floor 587-4272
Investigates & prosecutes complaints relating to licensed professionals & unlicensed activity.
Email: rico@dcca.hawaii.gov

Public Utilities Commission
Room 103 586-2020
Regulates all chartered, franchised, certificated and registered public utility companies operating in the state.
Email: puc@hawaii.gov