

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 Kinooole Street, #106-A **974-4533**
 Hilo, Hawaii 96720
- **Regulated Industries Complaints Office**
 3060 Eiwa Street, Suite 204 **241-3300**
 Lihue, Kauai 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.

Kauai274-3141
 Maui984-2400
 Big Island974-4000
 Molokai & Lanai1-800-468-4644

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

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



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 & their sales agents, investment advisers & their representatives & franchises. Investigates & prosecutes securities fraud & other state securities & franchise law 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, & assists in facilitating a resolution of 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 of

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 industry 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 (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) 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

9th Floor 587-4272

Investigates & prosecutes complaints relating to licensed professionals & unlicensed activity.

Email: rico@dcca.hawaii.gov

Kekuanaoa Building
465 South King Street, Honolulu, HI 96813

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

Boards, Commissions and Programs

Accountancy	586-2692
Activity Providers	586-2692
Acupuncture	586-2692
Appraisal Management Companies	586-2701
Athletic Trainers	586-2694
Barbering & Cosmetology	586-2694
Behavior Analyst	586-2693
Boxing	586-2701
Cemetery & Funeral Trusts	586-2697
Chiropractic	586-2696
Collection Agencies	586-2692
Commercial Employment Agencies	586-2696
Condominium Management & Governance	586-2644
Contractors	586-2700
Dentists & Dental Hygienists	586-2702
Detectives & Guards	586-2697
Electricians & Plumbers	586-2693
Electrology	586-2696
Elevator Mechanics	586-2694
Professional Engineers, Architects, Land Surveyors & Landscape Architects	586-2702
Hearing Aid Dealers & Fitters	586-2693
Licensed Marriage & Family Therapy	586-2692
Massage Therapy	586-2696
Medicine & Surgery	586-2699
Mental Health Counselors	586-2698
Mixed Martial Arts Contests	586-2701
Motor Vehicle Industry	586-2694
Motor Vehicle Repair Industry	586-2698
Naturopathy	586-2708
Nurse Aides	586-2695
Nursing	586-2695
Nursing Home Administrators	586-2695
Occupational Therapy	586-2696
Opticians, Dispensing	586-2708
Optometry	586-2708
Osteopathy	586-2699
Pest Control	586-2693
Pharmacy	586-2695
Physical Therapy	586-2701
Port Pilots	586-2701
Psychology	586-2708
Real Estate Appraisers	586-2701
Real Estate Brokers & Salespersons	586-2643
Real Estate Education, Schools & Instructors ...	586-2643
Respiratory Therapists	586-2697
Social Workers.....	586-2704
Speech Pathology & Audiology	586-2708
Subdivision	586-2709
Time Share	586-2709
Travel Agencies	586-2702
Uniform Athlete Agents	586-2694
Veterinary Medicine / Technicians	586-2697