

Consumer Dial

Hawaii's 24-hour automated information service. Your source of information on commonly asked consumer and business questions. Call 587-1234 on Oahu.



To call toll-free from the neighbor islands, use a touch tone telephone. From the island you're on, dial the local number listed below. This is a local call.

Kauai.....274-3141
Maui.....984-2400
Big Island.....974-4000
Molokai/Lanai.....1-800-468-4644

When you hear the message, press 7-1234, followed by the # sign.



Department of Commerce & Consumer Affairs

Oahu
King Kalakaua Building
335 Merchant Street
Honolulu, Hawaii 96813

Leiopapa A Kamehameha Building
235 South Beretania Street, 8th & 9th Floors
Honolulu, Hawaii 96813

Hawaii
120 Pauahi St., Suite 212
Hilo, Hawaii 96720

100 Pauahi St., Suite 109
Hilo, Hawaii 96720

Hualalai Center, Room C-309
75-170 Hualalai Road
Kailua-Kona, Hawaii 96740

Kauai
3060 Eiwa Street, Room 204
Lihue, Kauai 96766

Maui
1063 Lower Main St., Suite C-216
Wailuku, Hawaii 96793

70 E. Kaahumanu Avenue, Unit B-9
Kahului, Maui 96732

CONSUMER DIAL



Department of Commerce and Consumer Affairs

King Kalakaua Building
335 Merchant Street
Honolulu, Hawaii 96813

Web Address: cca.hawaii.gov
Email Address: dcca@dcca.hawaii.gov



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INSTRUCTIONS

1. Dial 587-1234 on Oahu or use the neighbor island toll-free numbers
2. Press Menu Number
3. Press Message Number
4. Listen to Message

Menu 1: Cars

Message 1: Towing Abandoned Vehicles
Message 2: Tows Directed by Police
Message 3: Car Rentals
Message 4: Buying a New Car-Advertising
Message 5: Buying a New Car
Message 6: New Car Lemon Law
Message 7: Buying a Used Car
Message 8: Used Car Sales & Warranty Law
Message 9: Motor Vehicle Repairs

Menu 2: Landlord Tenant Information

Message 1: How to Obtain a Landlord Tenant Code Handbook
Message 2: Security Deposit

Message 3: Access to a Unit
Message 4: Repairs to a Unit
Message 5: Failure to Pay Rent
Message 6: Lockouts and Turning off Utilities
Message 7: Termination
Message 8: Abandoned Items Left in the Unit
Message 9: What to do if you have Landlord Tenant Problems

Menu 3: Financial and Consumer Issues

Message 1: Tips to Protect Your Identity
Message 2: What to do if Your Identity is Stolen
Message 3: Building and Repairs to Your Home
Message 4: Tips on Hiring a Roofing Contractor
Message 5: Travel Agencies
Message 6: Credit Tips
Message 7: Credit Cards
Message 8: Loans
Message 9: Banks, Escrow Companies, Money Transmitters, Mortgage Loan Originators, Mortgage Servicers

Menu 4: General Retail Information

Message 1: How to Buy Products
Message 2: How to Buy Services
Message 3: Buying by Mail
Message 4: Buying by Phone
Message 5: Gift Certificate Law
Message 6: Door-to-Door Sale
Message 7: Refunds and Exchanges
Message 8: Warranties

Message 9: Ads and Buying Merchandise

Menu 5: Insurance Information

Message 1: Motor Vehicle Insurance
Message 2: Motorcycle Insurance
Message 3: Life Insurance
Message 4: Homeowners Insurance
Message 5: Employer Group Health Plans in Hawaii
Message 6: Consumer Alert
Message 7: Filing a Complaint against a Health Insurer or Health Plan
Message 8: Filing a Complaint with the Insurance Division
Message 9: About the Insurance Division

Menu 6: Scams and Frauds

Message 1: 1-900 Phone Numbers
Message 2: Infomercials
Message 3: Contest Cons
Message 4: Investment Fraud
Message 5: Telemarketing Fraud
Message 6: Ponzi Schemes
Message 7: Pyramid Schemes
Message 8: Other Investment Fraud

Menu 7: Consumer Complaints

Message 1: Regulated Industries Complaints Office
Message 2: Office of Consumer Protection
Message 3: Medical Inquiry and Conciliation Panel
Message 4: RICO Prior Complaints
Message 5: Investment and Securities Complaints
Message 6: Mediation