

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

Starting a New Business in Hawaii?
Contact us to learn how to: Search a business name,
register a business entity, trade name, trademark and
service mark, file online using Hawaii Business Express
at hbe.ehawaii.gov.

Email: bac@dcca.hawaii.gov (808) 586-2545

Neighbor Island Offices

Business Action Center

2145 Wells Street, Suite 106 (808) 243-8679
Wailuku, Maui 96793

Consumer Protection, Office of

2145 Wells Street, Suite 106 (808) 243-4648
Wailuku, Maui 96793

120 Pauahi Street, Suite 212 (808) 933-0910
Hilo, Hawaii 96720

Public Utilities Commission

3060 Eiwa Street, Room 302-C (808) 274-3232
Lihue, Kauai 96766

2200 Main Street, Suite 540 (808) 984-8182
Wailuku, Maui 96793

688 Kinoole Street, #106-A (808) 974-4533
Hilo, Hawaii 96720

Regulated Industries Complaints Office

3060 Eiwa Street, Suite 204 (808) 241-3300
Lihue, Kauai 96766

2145 Wells Street, Suite 106 (808) 243-5808
Wailuku, Maui 96793

120 Pauahi Street, Suite 212 (808) 933-8846
Hilo, Hawaii 96720

75-170 Hualalai Road, Suite C309 (808) 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..... (808) 274-3141
Maui..... (808) 984-2400
Big Island..... (808) 974-4000
Molokai and 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 and protecting yourself against
unlicensed activity. Also accepts complaints for the
Office of Consumer Protection..... (808) 587-4272

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 (808) 587-4272
cca.hawaii.gov/rico/lemon-law

Hiring a Licensed Contractor Hotline

cca.hawaii.gov/rico/licensedcontractor (808) 587-4272

Insurance Fraud Branch Hotline

Download a fraud referral form from the DCCA website.
cca.hawaii.gov/ins/other_ins..... (808) 587-7416

Securities Fraud Hotline

24-Hours a day..... (808) 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 AM-Noon..... (808) 586-2634
cca.hawaii.gov/ocp/landlord_tenant

Online Services

Business and 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

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

(808) 587-DCCA / (808) 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..... (808) 586-2828

Conducts hearings and issues recommended decisions for cases originating in the department. Administers the Medical Inquiry and Conciliation Panel and the Design Professional Claims Conciliation Panel.

Email: oah@dcca.hawaii.gov

Business Registration Division (BREG)

Room 201..... (808) 586-2727

www.businessregistrations.com

Registration for corporations, partnerships, limited liability partnerships, limited liability companies, trade names, trademarks and service marks.

Email: breg@dcca.hawaii.gov

BREG-Office of the Securities Commissioner

Room 205..... (808) 586-2740

Regulates registration of securities, broker-dealers and their sales agents, investment advisers and their representatives and franchises. Investigates and prosecutes securities fraud and other state securities and franchise law violations. Provides free investor education materials, presentations and informational displays.

Email: seb@dcca.hawaii.gov

Cable Television Division

Room 101..... (808) 586-2620

Issues franchises to Hawaii cable companies, monitors the quality of service, and assists in facilitating a resolution of consumer complaints regarding cable television matters. Advocates for and supports activities for the establishment of affordable, accessible broadband services and 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..... (808) 586-2800

Protects and advances the interests of consumers of regulated utility and transportation services in regulatory proceedings.

Email: dca@dcca.hawaii.gov

Director's Office

Room 310..... (808) 586-2850

Sets policies and provides leadership for the department and oversees the activities of the department.

Email: dcca@dcca.hawaii.gov

Financial Institutions, Division of

Room 221..... (808) 586-2820

Regulates and supervises all state-chartered and state licensed financial institutions, escrow depositories, trust companies, installment lenders, money transmitters, mortgage servicers, mortgage loan originators, and mortgage loan originator companies through various programs of licensing, enforcement and examinations.

Email general matters: dfi@dcca.hawaii.gov

Email mortgage industry matters: dfi-nmls@dcca.hawaii.gov

Insurance Division

Room 213..... (808) 586-2790

Oversees the Hawaii insurance industry; issues licenses, examines the fiscal condition of Hawaii-based companies, reviews rate and policy filings, investigates insurance related complaints, and monitors, regulates and promotes the captive insurance industry in Hawaii.

Email: insurance@dcca.hawaii.gov

Professional and Vocational Licensing Division

(PVL) Room 301..... (808) 586-3000

Oversees regulatory activities of 25 boards/commissions and 25 programs. Refer to contact information for each board and commission.

Email: pvl@dcca.hawaii.gov

PVL-Real Estate Branch

Room 333..... (808) 586-2643

Provides guidance and educational materials on real estate issues and condominium governance.

Email: hirec@dcca.hawaii.gov

Hawaii Post-Secondary Education Authorization

Program (808) 586-7327

Known as HPEAP, 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..... (808) 586-2630

Investigates and 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....(808) 586-2886

Regulated Industries Complaints Office

9th Floor..... (808) 587-4272

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

Email: rico@dcca.hawaii.gov

Kekuanaoa Building

465 South King Street, Honolulu, HI 96813

Public Utilities Commission

Room 103..... (808) 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.....	(808) 586-2692
Activity Providers.....	(808) 586-2692
Acupuncture.....	(808) 586-2692
Appraisal Management Companies	(808) 586-2701
Athletic Trainers.....	(808) 586-2694
Barbering and Cosmetology.....	(808) 586-2694
Behavior Analyst.....	(808) 586-2693
Boxing.....	(808) 586-2701
Cemetery and Funeral Trusts.....	(808) 586-2697
Chiropractic.....	(808) 586-2696
Collection Agencies.....	(808) 586-2692
Commercial Employment Agencies	(808) 586-2696
Condominium Management and Governance	(808) 586-2644
Contractors.....	(808) 586-2700
Dentists and Dental Hygienists.....	(808) 586-2702
Detectives and Guards	(808) 586-2697
Electricians and Plumbers.....	(808) 586-2693
Electrology.....	(808) 586-2696
Elevator Mechanics.....	(808) 586-2694
Professional Engineers, Architects, Land Surveyors and Landscape Architects.....	(808) 586-2702
Hearing Aid Dealers and Fitters.....	(808) 586-2693
Licensed Marriage and Family Therapy.....	(808) 586-2692
Massage Therapy.....	(808) 586-2696
Medicine and Surgery.....	(808) 586-2699
Mental Health Counselors.....	(808) 586-2698
Mixed Martial Arts Contests.....	(808) 586-2701
Motor Vehicle Industry.....	(808) 586-2694
Motor Vehicle Repair Industry.....	(808) 586-2698
Naturopathy.....	(808) 586-2708
Nurse Aides.....	(808) 586-2695
Nursing.....	(808) 586-2695
Nursing Home Administrators.....	(808) 586-2695
Occupational Therapy.....	(808) 586-2696
Opticians, Dispensing.....	(808) 586-2708
Optometry.....	(808) 586-2708
Osteopathy.....	(808) 586-2699
Pest Control.....	(808) 586-2693
Pharmacy.....	(808) 586-2695
Physical Therapy.....	(808) 586-2701
Port Pilots.....	(808) 586-2701
Psychology.....	(808) 586-2708
Real Estate Appraisers	(808) 586-2701
Real Estate Brokers and Salespersons	(808) 586-2643
Real Estate Education, Schools and Instructors	(808) 586-2643
Respiratory Therapists	(808) 586-2697
Social Workers	(808) 586-2704
Speech Pathology and Audiology	(808) 586-2708
Subdivision	(808) 586-2709
Time Share	(808) 586-2709
Travel Agencies	(808) 586-2702
Uniform Athlete Agents	(808) 586-2694
Veterinary Medicine / Technicians	(808) 586-2697