

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

**ONE-STOP SHOP** for new businesses **586-2545**  
 Email: [bac@dcca.hawaii.gov](mailto: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**  
 70 E. Kaahumanu Avenue, Unit B-9  
 Kahului, Maui 96732 **270-5769**
  
- 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**  
 1063 Lower Main Street, Suite C-216 **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
  
- 1063 Lower Main Street, Suite C-216 **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](http://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](http://cca.hawaii.gov/rico/lemon-law)

**Hiring a Licensed Contractor Hotline**

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

**Landlord-Tenant Information Center**

Monday - Friday, 8:00AM-12 Noon.....586-2634  
[cca.hawaii.gov/ocp/landlord\\_tenant](http://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](http://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](http://cca.hawaii.gov/resources)

For a one-stop check on complaints history, business registration, license status.  
[www.businesscheck.hawaii.gov](http://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](http://cca.hawaii.gov)  
 Email address: [dcca@dcca.hawaii.gov](mailto: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****9<sup>th</sup> Floor 587-4272**

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

Email: rico@dcca.hawaii.gov

**Kekuanooa 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 .....	586-2697
Boxing .....	586-2701
Cemetery & Funeral Trusts .....	586-2698
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 .....	586-2705
Electricians & Plumbers .....	586-2698
Electrology .....	586-2696
Elevator Mechanics .....	586-2694
Professional Engineers, Architects, Land Surveyors & Landscape Architects .....	586-2702
Hearing Aid Dealers & Fitters .....	586-2708
Licensed Marriage & Family Therapy .....	586-2692
Massage Therapy .....	586-2693
Medicine & Surgery .....	586-2699
Mental Health Counselors .....	586-2697
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 .....	586-2704
Pharmacy .....	586-2695
Physical Therapy .....	586-2701
Port Pilots .....	586-2701
Psychology .....	586-2704
Real Estate Appraisers .....	586-2701
Real Estate Brokers & Salespersons .....	586-2643
Real Estate Education, Schools & Instructors .....	586-2643
Respiratory Therapists .....	586-2704
Social Workers .....	586-2704
Speech Pathology & Audiology .....	586-2693
Subdivision .....	586-2709
Time Share .....	586-2709
Travel Agencies .....	586-2693
Uniform Athlete Agents .....	586-2690
Veterinary Medicine / Technicians .....	586-2697