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, 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.

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

State of Hawaii
Department of Commerce and Consumer Affairs

DIRECORY 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

Rev. 12/19
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: dcc@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-nmfs@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)
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, certified 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.................. 586-2697
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 ........................................ 586-3704
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