



This is a list of services and programs provided by the Department of Commerce and Consumer Affairs.

Language Assistance: If you need an interpreter, you will need to state in English the language you can speak, you may be put on hold while services are obtained, and you may be asked to provide a call back number.

Department of Commerce and Consumer Affairs (DCCA)

cca.hawaii.gov

DCCA promotes a strong and healthy business environment while protecting the community from unfair and deceptive business practices. 587-DCCA (587-3222) or toll-free 1-800-394-1902

Email: dcca@dcca.hawaii.gov

Business Registration (BREG)

www.businessregistrations.com

Registers corporations, partnerships, limited liability companies, trade names, trademarks and service marks. 586-2727

Email: breg@dcca.hawaii.gov

Business Registration/Business Action Center* (BAC)

www.getstartedhawaii.com

Information for new businesses. Receive assistance with state business, tax, and employer registrations, and information needed to start a new business. 586-2545

Email: bac@dcca.hawaii.gov

BREG-Office of the Securities Commissioner

www.investing.hawaii.gov

Registers franchises, securities, and professionals who sell, solicit and advise on securities. Investigates and prosecutes securities fraud and other securities and franchise violations. Provides free investor education materials, presentations and informational displays. For questions or to report securities fraud call 586-2740 or toll-free 1-877-447-2267.

Email: seb@dcca.hawaii.gov

Cable Television (CATV)

cca.hawaii.gov/catv

Issues franchises to Hawaii cable companies, monitors service quality, and handles consumer complaints regarding cable matters. 586-2620

Email: cabletv@dcca.hawaii.gov

Consumer Dial

cca.hawaii.gov/consumer-dial-information

DCCA's 24-hour automated information service. Information on commonly asked consumer questions. 587-1234

Division of Consumer Advocacy (DCA)

cca.hawaii.gov/dca

Protects and represents the interests of Hawaii's consumers in regulated public utilities and transportation service matters. 586-2800

Email: dca@dcca.hawaii.gov

Division of Financial Institutions (DFI)

cca.hawaii.gov/dfi

DFI ensures the safety and soundness of state-chartered and state-licensed financial institutions, and ensures regulatory compliance by state-licensed financial institutions, escrow depositories, money transmitters, mortgage servicers, mortgage loan originators and mortgage loan originator companies and protects the rights and funds of depositors, borrowers, consumers and other members of the public. 586-2820

Email general, consumer complaints, bank, non-depository financial institutions, escrow company, and money transmitter matters: dfi@dcca.hawaii.gov

Email mortgage loan originator, mortgage loan originator company, and mortgage servicer matters: dfi-nmls@dcca.hawaii.gov

Hawaii Post-Secondary Education Authorization Program (HPEAP)

cca.hawaii.gov/hpeap

Authorization of accredited post-secondary degree-granting institutions. 586-7327

Email: hpeap@dcca.hawaii.gov

Insurance Division (INS)

www.hawaii.gov/dcca/ins/

Oversees the Hawaii insurance industry, issues licenses, examines the fiscal condition of Hawaii-based companies, reviews rate and policy filings, investigates insurance related complaints. 586-2790

Email: insurance@dcca.hawaii.gov

Landlord-Tenant Information

cca.hawaii.gov/ocp/landlord_tenant

Call the Residential Landlord-Tenant Center Hotline with your questions from 8:00 am to 12 noon Monday through Friday, except State holidays. 586-2634

License, Business, and Information Section (LBIS)

www.businesscheck.hawaii.gov

Consumers can get basic business registration information, find out if a business or individual is licensed, and get information about complaints filed with RICO and OCP. 587-4272, Press 2

Medical Inquiry and Conciliation Panel

cca.hawaii.gov/oah/medical_inquiries/

The Panel conducts informal conciliation hearings on inquiries regarding health care providers before a lawsuit is filed. The Panel's decision is advisory and is non-binding. Any party may still file a lawsuit if it wishes. Hearings are conducted in a non-adversarial manner and facilitate the conveyance of information rather than assigning blame. 586-2823

Email: micp@dcca.hawaii.gov

Mortgage Foreclosure Dispute Resolution Program

cca.hawaii.gov/ocp/mfdr/mortgage-foreclosure-dispute-resolution-mfdr-program/

Program enables owner-occupants of residential property in non-judicial foreclosure to meet directly with their lenders to modify their loans or to work out a payment plan within three months. 586-2886

Email: mfdr@dcca.hawaii.gov

Office of Consumer Protection* (OCP)

cca.hawaii.gov/ocp

As the consumer counsel for the State, OCP investigates consumer complaints alleging unfair or deceptive trade practices in a broad range of areas, including advertising, refunds, motor vehicle rentals, door-to-door sales, and credit practices. To file a complaint, call 587-4272.

Email: ocp@dcca.hawaii.gov

Professional and Vocational Licensing (PVL)

www.hawaii.gov/dcca/pvl/

Oversees regulatory activities of 25 boards/commission and 24 programs. 586-3000

Email: pvl@dcca.hawaii.gov

Public Utilities Commission* (PUC)

www.puc.hawaii.gov

Regulates all franchised or certificated public service companies operating in the State. 586-2020

Email: hawaii.puc@hawaii.gov

Regulated Industries Complaints Office* (RICO)

cca.hawaii.gov/rico

Investigates and prosecutes complaints relating to licensed professionals and unlicensed activity. 587-4272

Email: rico@dcca.hawaii.gov

For a check on complaints history, business registration, license status: www.businesscheck.hawaii.gov

RICO Consumer Resource Center (CRC)

cca.hawaii.gov/rico/quicklinks/consumer_resource_center

For questions about filing a complaint against a professional or vocational licensee, or to report unlicensed activity. Provides information on a variety of topics, including hiring a licensed contractor and protecting yourself against unlicensed activity. CRC also accepts complaints for the Office of Consumer Protection. 587-4CRC (587-4272)

RICO State Certified Arbitration Program (SCAP)

cca.hawaii.gov/rico/scap_llaw

Does your brand new vehicle seem defective? Do you keep having to go back to repair the same problem? Under Hawaii's Lemon Law, SCAP helps consumers resolve disputes with auto manufacturers and may be able to help you get a refund. 587-4272

Neighbor Island Toll-Free Numbers

To call any DCCA office on Oahu from the Neighbor Islands, dial the number listed 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
Hawaii Island	974-4000
Molokai & Lanai	1-800-468-4644

Online Services

cca.hawaii.gov/resources

Many services are available online in English. File various business forms, renew insurance and professional/vocational licenses, as well as conduct a license search. Search business and license complaint history, business name, certificate of good standing, and much more.

*Neighbor Island Offices available. Please call for more information or for location and hours.

For an overview of our services or for a printable DCCA Directory of Services, please visit: <http://cca.hawaii.gov/overview/>