

Business Action Center
1130 N. Nimitz Hwy, Suite A220
Honolulu, HI 96817

ONE-STOP SHOP for new businesses 586-2545
 Email: bac@dcca.hawaii.gov
 Obtain the forms needed to start a new business:
 Business Registration filings
 State general excise tax licenses and more
 Employer registration applications
 Internal Revenue Service EIN numbers
 Information on government requirements, classes for new businesses, business loans and consulting also available.

NEIGHBOR ISLAND OFFICES

- Business Action Center**
 70 E. Kaahumanu Avenue, Unite B-9 873-8247
 Kahului, Maui 96732
- Consumer Protection, Office of**
 1063 Lower Main St., Suite C-216 984-8244
 Wailuku, Maui 96793
- 345 Kekuanaoa St., Suite 12 933-0910
 Hilo, Hawaii 96720
- Regulated Industries Complaints Office**
 3060 Eiwa Street, Suite 204 274-3200
 Lihue, Kauai 96766
- 1063 Lower Main Street, Suite C-216 243-5808
 Wailuku, Maui 96793
- 345 Kekuanaoa Street, Suite 12 933-8846
 Hilo, Hawaii 96720
- Hualalai Center, Room C-309 327-9590
 75-170 Hualalai Road
 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

Consumer Resource Center

Monday - Friday, 7:45AM-4:30PM..... 587-3222
 Or toll-free..... 1-800-394-1902
 Verification of current status of existing licensees or businesses, complaint history of licensees & businesses, file complaints against licensees & businesses, and other general consumer information.
 Press 0: For information about Hiring a Licensed Contractor or combating Identity Theft
 Press 1: For information on businesses and licensees or their complaint history
 Press 2: For a complaint form via the internet or fax
 Press 3: To file a consumer complaint against a business, charitable organization or regulated profession, or to obtain information on the new car lemon law or general consumer information
 Press 4: For Landlord-Tenant information

Hiring a Licensed Contractor Hotline

Monday - Friday, 7:45AM-4:30PM.....587-3222
www.licensedcontractor.hawaii.gov

ID Theft Hotline

Monday - Friday, 7:45AM-4:30PM.....587-3222
www.hawaii.gov/dcca/id_theft_info

Insurance Fraud Unit Hotline

Monday - Friday, 7:45AM-4:30PM.....587-7416
 Download a fraud referral form from the DCCA website.
www.hawaii.gov/dcca/ins/other_ins

Securities Fraud Hotline

24-Hours a day.....587-2267
 Toll-free.....1-877-HI-SCAMS (1-877-447-2267)
 Securities fraud complaints accepted. Leave your contact information and a clear message.
www.investing.hawaii.gov

Landlord-Tenant Code Information Line

Monday - Friday, 8:00AM-12 Noon.....586-2634
www.hawaii.gov/dcca/ocp/landlord_tenant

Consumer Information Line

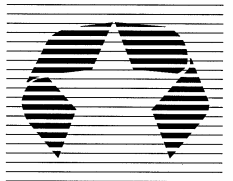
24-Hours a day.....587-1234
 An automated response and fax-back system that contains pre-recorded consumer messages and DCCA departmental information.
 Press 1: For Landlord Tenant Information
 Press 2: For Consumer Dial Messages
 Press 3: For DCCA Hours of Service
www.hawaii.gov/dcca/quicklinks/consumer_dial

Online Services

Services available: Business & license complaint history search, business name search, certificate of good standing search, various business filings, insurance and professional/vocational license renewals and license search.
www.hawaii.gov/dcca/online

State of Hawaii

**Department of Commerce
 and
 Consumer Affairs**



**DIRECTORY
 OF SERVICES**

King Kalakaua Building
 335 Merchant Street
 Honolulu, HI 96813

Web address:
www.hawaii.gov/dcca

Email address:
dcca@dcca.hawaii.gov

Aloha and welcome to the Department of
Commerce and Consumer Affairs (DCCA).

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 and issues recommended decisions for
cases originating in all divisions of the department.
Email: oah_efiling@dcca.hawaii.gov

Business Registration Division

Room 201 586-2727

www.businessregistrations.com
Registration for corporations, partnerships, limited liability
partnerships, limited liability companies,
trade names, trademarks and service marks.
Email: breg@dcca.hawaii.gov

Business Registration-Securities Branch

Room 205 586-2740

Regulates registration of broker dealers, investment
advisers and sales representatives. Investigates securities
fraud and other state securities violations. Provides free
investor education materials, presentations and
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, and handles consumer complaints
regarding cable matters.
Email: cabletv@dcca.hawaii.gov

Consumer Advocacy Division

Room 326 586-2800

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 310 586-2850

Sets policies and provides leadership for the department
and oversees the activities of the department's divisions,
offices and programs.
Email: dcca@dcca.hawaii.gov

Financial Institutions, Division of

Room 221 586-2820

Regulates and supervises all state-chartered and state
licensed financial institutions, escrow depositories and
money transmitters through various programs of licensing,
enforcement and examinations.
Email: dfi@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 and policy filings, investigates insurance
related complaints.
Email: insurance@dcca.hawaii.gov

Professional & Vocational Licensing Div.

Room 301 586-3000

Oversees regulatory activities of twenty five boards and
commissions. Refer to contact information for each board
and commission.
Email: pvl@dcca.hawaii.gov

Leiopapa A Kamehameha Building
235 South Beretania Street
Honolulu, HI 96813

Consumer Protection, Office of

Room 801 586-2630

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, credit practices.
Email: ocp@dcca.hawaii.gov

Regulated Industries Complaints Office

Room 900 586-2666

Investigates and prosecutes complaints relating to the
industries regulated by the department. Administers the
State Certified Arbitration Program (SCAP) for "lemon"
vehicles.
Email: rico@dcca.hawaii.gov

Boards, Commissions and Programs

Accountancy.....	586-2696
Activity Providers	586-2694
Acupuncture	586-2698
Barbering & Cosmetology	586-2696
Boxing	586-2701
Cemetery & Funeral Trust	586-2704
Chiropractic	586-2697
Collection Agencies	586-2693
Commercial Employment Agencies	586-2696
Condominium Management & Governance	586-2643
Contractors	586-2700
Dentists & Dental Hygienists	586-2702
Detectives & Guards	586-2705
Electricians & Plumbers	586-2705
Electrology	586-2696
Elevator Mechanics	586-2701
Professional Engineers, Architects, Land Surveyors & Landscape Architects	586-2702
Hearing Aid Dealers & Fitters	586-2698
Marriage & Family Therapy	586-2697
Massage Therapy.....	586-2694
Medicine & Surgery	586-2708
Mental Health Counselors	586-2697
Mixed Martial Arts Contest	586-2701
Mortgage Brokers & Solicitors	586-2692
Motor Vehicle Industry	586-2698
Motor Vehicle Repair Industry	586-2698
Naturopathy	586-2704
Nurses Aid	586-2695
Nursing	586-2695
Nursing Home Administrator	586-2695
Occupational Therapy	586-2693
Opticians, Dispensing	586-2704
Optometry	586-2693
Osteopathy	586-2708
Pest Control	586-2705
Pharmacy	586-2694
Physical Therapy	586-2694
Port Pilots	586-2701
Psychology	586-2699
Real Estate Appraiser	586-2701
Real Estate Brokers & Salespersons	586-2643
Real Estate Commission	586-2643
Real Estate Education, Schools & Instructors	586-2643
Social Workers	586-2699
Speech Pathology & Audiology	586-2704
Subdivision	586-2709
Time Share	586-2709
Travel Agencies	586-2694
Uniform Athlete Agents	586-2692
Veterinary Medicine	586-2697