

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

ONE-STOP SHOP for new businesses.....586-2545

Obtain the forms needed to start a new business:
State Tax Office (General Excise License)
Department of Labor
Internal Revenue Service (E I N number)

Information on classes for new businesses, business
loans and consulting also available.

NEIGHBOR ISLAND OFFICES

- Consumer Protection, Office of**

1063 Lower Main St., Suite C-216 984-8244
Wailuku, Maui 96793

345 Kekuaanoa St., Suite 12 933-0910
Hilo, Hawaii 96720

- Regulated Industries Complaints Office**

3060 Eiwa Street, Room 204 274-3200
Lihue, Kauai 96766

1063 Lower Main Street, Suite C-216 243-5808
Wailuku, Maui 96793

345 Kekuaanoa Street, Suite 12 933-8846
Hilo, Hawaii 96720

Keauhou Shopping Center, Suite 134A 322-1908
78-6831 Alii Drive
Kailua-Kona, Hawaii 96740

NEIGHBOR ISLAND TOLL-FREE NUMBERS

To call DCCA 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, 7:45 AM - 4:30 PM.....587-3222

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 1: To obtain information on businesses and
licensees or their complaint history.

Press 2: To obtain 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: To obtain Landlord-Tenant information.

Or call.....587-3295

ID Theft Hotline

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

Information about identity theft in Hawaii.

Online Services

<http://www.hawaii.gov/dcca/quicklinks/online/>

Services available online: 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.

Landlord-Tenant Code Information Line

Monday - Friday, 8:00 AM - 12 Noon.....586-2634

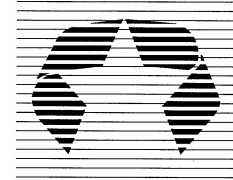
Consumer Information Line

24-Hours a day.....587-1234

An automated response and fax-back system that
contains pre-recorded consumer alerts, messages and
general business registration forms and DCCA
departmental information.

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

Rev. 03/06

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**

Registration for corporations, partnerships, limited liability partnerships, limited liability companies, trade names, trademarks and service marks.
Email: breg@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 and escrow depositories 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 Division
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

OTHER DCCA OFFICES:

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