



DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS

**News Release**

**NEIL ABERCROMBIE**  
GOVERNOR

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**FOR IMMEDIATE RELEASE: Sept. 10, 2012**

**HILO RICO/OCP OFFICE MOVING TO HILO BANKOH BUILDING**

HONOLULU – The Department of Commerce and Consumer Affairs announces the Hilo location for Regulated Industries Complaints Office and Office of Consumer Protection is moving from its current location in the Hawai'i County Department of Water Supply Building on Kekuanoa Street.

Effective Monday, Sept. 17, 2012, both the Regulated Industries Complaints Office (RICO) and the Office of Consumer Protection (OCP) will be located in the Bank of Hawaii Building at 120 Pauahi Street, Suites 212, Hilo, Hawaii 96720, phone: 933-8846 for RICO and 933-0910 for OCP.

Phone numbers will stay the same, but calls will not be answered on Sept. 14, 2012. Consumers who need immediate assistance can call the Consumer Resource Center at 587-3222 on Oahu or 1-800-394-1902 (toll free). The office will reopen on Monday, Sept. 17.

About RICO: RICO is the enforcement arm of more than 45 professional boards, commissions, and programs that are administratively attached to the Department of Commerce and Consumer Affairs. RICO receives complaints, conducts investigations, and prosecutes licensing law violations. RICO also prosecutes unlicensed activity through the issuance of citations and by filing civil lawsuits in the Circuit Courts. RICO works to resolve consumer complaints where appropriate and provides consumer education about various issues relating to licensing and consumer protection. RICO also administers the [State Certified Arbitration Program \(SCAP\)](#) for "lemon" motor vehicle claims.

About OCP: The Office of Consumer Protection is consumer counsel for the State of Hawaii. As consumer counsel, it protects consumers by investigating alleged violations of consumer protection laws, takes legal action to stop unfair or deceptive trade practices in the marketplace, and educates consumers and businesses about their respective rights and obligations in the marketplace under Hawaii's consumer protection laws, as well as the Hawaii Residential Landlord-Tenant Code.

For more information about the mission of both offices, visit the State's website at [www.hawaii.gov/dcca/rico](http://www.hawaii.gov/dcca/rico) and [www.hawaii.gov/dcca/ocp](http://www.hawaii.gov/dcca/ocp).

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