

Attention: Customers

You can access many business services online 24/7:

Agency	Link
NYC Department of Consumer and Worker Protection (DCWP) <i>Apply • Renew • Pay DCWP Fines and Fees</i>	nyc.gov/BusinessToolbox <i>Scan QR Code for instructions to submit a DCWP license application online:</i> 
NYC Department of Health and Mental Hygiene (DOHMH) <i>Apply • Renew</i>	nyc.gov/healthpermits

The following services are by appointment only in the Licensing Center at 42 Broadway in Manhattan: DCWP Licensing, DOHMH Licensing, DCWP Collections (pay DCWP fines and fees). DCWP Licensing appointments are available in hardship cases that require an in-person visit.

	LICENSING <i>Monday-Thursday, 8:00 a.m. – 4:00 p.m.</i>	DCWP COLLECTIONS <i>Friday only, 9:00 a.m. – 4:00 p.m.</i>
Schedule an Appointment	By email: LicensingAppointments@dcwp.nyc.gov By phone: (212) 436-0441 <i>(Leave a message, no live operator.)</i> • Provide your name, a phone number where we can reach you, and any language needs for interpretation. • Please email/leave voice mail message once only. A representative will call you <i>within 2 business days</i> to schedule your appointment.	By email: Collections@dcwp.nyc.gov By phone: (212) 436-0259 <i>(Monday-Friday, 9:00 a.m. – 4:00 p.m.)</i>

DCWP Contact Information

Business Compliance Counsel: BCC@dcwp.nyc.gov

Collections: Collections@dcwp.nyc.gov

Consumer Questions/Complaints:

- consumers@dcwp.nyc.gov
- 311 (Say business type.)
Example: “electronics store complaint”

Disability Access: DCWPADACoordinator@dcwp.nyc.gov

Free Financial Counseling Appointment:

- nyc.gov/TalkMoney
- 311 (Say Financial Counseling.)

Licensing:

General questions: onlineappsdocs@dcwp.nyc.gov

Technical assistance with online services:

OnlineHelp@dcwp.nyc.gov

Sealings: DCWPSealing@dcwp.nyc.gov

Service of Process:

By Email: subpoena@dcwp.nyc.gov

In Person by Appointment (Tuesdays only):

GCProcessSchedule@dcwp.nyc.gov

Settlements: LegalSettlements@dcwp.nyc.gov

Worker Questions/Complaints:

- nyc.gov/workers
- 311 (Say complaint type.)
Example: “paid safe and sick leave”