

EITC TAX  
CREDIT

**PROMOTING A FAIR  
MARKETPLACE**

**LANGUAGE ACCESS**

**REDUCING FINES**

**LIVING**

**FINANCIAL**

EDUCATE SMALL BUSINESSES

**WAGE**

**EMPOWERMENT**

**DEPARTMENT OF CONSUMER AFFAIRS**

**TRANSIT BENEFITS**

**RESTITUTION**

FOR NEW  
YORKERS

WEIGHTS AND  
MEASURES

LICENSE 80,000

BUSINESSES

EQUITABLE INSPECTIONS

**PAID**

**CONSUMER PROTECTION**

**SICK LEAVE**

Consumer Affairs  
is Here to Help You

**NYC**<sup>TM</sup>

Consumer  
Affairs

**The Department of Consumer Affairs (DCA)** is the largest municipal consumer protection agency in the country, licensing 80,000 businesses across 55 different industries. We inspect businesses, mediate consumer complaints, and help New Yorkers manage and protect their money. Whether you shop in a business, own a business, or work at a business, DCA affects your life.

## How We Help Consumers

- DCA protects consumers from predatory and deceptive practices through our subpoena power and aggressive investigations. Some of these investigations include used car dealers, debt collection agencies, predatory for-profit schools, employment agencies, and others.
- We encourage consumer complaints and work with businesses to get back your money. In the last fiscal year alone, we've increased the amount of money consumers got back by 75 percent.
- DCA oversees the City's Paid Sick Leave Law, which allows more than a million New York City workers to use earned sick leave for themselves or to care for a family member. DCA is also responsible for the enforcement of the new Transit Benefits Law and the expanded Living Wage Executive Order.
- As part of the Mayor's mandate to combat inequality, DCA's Office of Financial Empowerment creates innovative programs to assist New Yorkers with low incomes achieve greater financial stability. DCA works to increase access to safer financial services; assists tens of thousands of tax filers to receive millions of dollars in refunds from important tax credits; and helps New Yorkers improve their credit, boost income, and build assets.

If you are the victim of a scam, have a problem with a business, or need help with paid sick leave, transit benefits, tax preparation, or other industries DCA regulates, we can help. Contact us at **311** or visit **[NYC.gov/consumers](http://NYC.gov/consumers)**.





## How We Help Businesses

- In the last year, DCA reduced small business fines by one third, increased transparency and fairness in the Agency's regulations of small businesses, and expanded outreach and education in order to help you and your business.
- We've also expanded our customer service. When you visit DCA, you can get free financial counseling or help with your legal questions. We can also help you in the language of your choice.
- Under NYC's Paid Sick Leave Law, most employers must give their employees sick leave. If you have questions, we can help you. Visit [NYC.gov/PaidSickLeave](https://www.nyc.gov/PaidSickLeave) for information for employers in multiple languages, FAQs, and Sick Leave Timekeeping Tools.
- Most employers must provide transit benefits to NYC employees beginning January 2016, and certain employers who get financial assistance from the City must pay a living wage to their project-site employees. For more information on the living wage and transit benefits, visit [NYC.gov/consumers](https://www.nyc.gov/consumers) or contact **311**.
- Visit [NYC.gov/BusinessToolbox](https://www.nyc.gov/BusinessToolbox) where you can:
  - Apply for or renew a DCA license and update information.
  - Cure a violation and pay violations.
  - Schedule a scale inspection.
  - Read Inspection Checklists so you know BEFORE an inspection what our inspectors look for in your industry.
  - Live Chat with a DCA representative (available from 9:30 a.m. to 5 p.m., Monday through Friday, except holidays).

# How to Contact DCA

- Visit [NYC.gov/consumers](https://nyc.gov/consumers)
- Contact **311** (212-NEW-YORK outside NYC).
- Email [PaidSickLeave@dca.nyc.gov](mailto:PaidSickLeave@dca.nyc.gov) (Paid Sick Leave questions only).
- Visit 42 Broadway, New York, NY 10004 Monday through Friday.



Bill de Blasio  
Mayor

## Consumer Affairs

Lorelei Salas  
Commissioner



@NYCDCA



Printed on 30%  
post consumer  
recycled paper

06/2016