

Services Available Online Only

To help customers follow the City's guidance to stay home as much as possible and practice social (physical) distancing to stop the spread of coronavirus (COVID-19), the NYC Department of Consumer and Worker Protection (DCWP) will not accept in-person visits but advises customers to:

- Use our online services available at nyc.gov/dca OR
- Email the relevant Division for assistance

This guidance applies to customers who previously would have visited DCWP at 42 Broadway in Manhattan or 90-27 Sutphin Boulevard in Queens (NYC Small Business Support Center).

Customers who cannot conduct business online but need to speak with a DCWP representative can contact us at the following Division email addresses:

Americans with Disabilities Act (ADA) Coordinator

humancapital@dca.nyc.gov

Collections

Collections@dca.nyc.gov

Consumer Services (complaints)

consumers@dca.nyc.gov

Legal Compliance Helpline (Business Compliance Counsel)

BCC@dca.nyc.gov

Licensing Centers (Manhattan, Queens)

onlineappsdocs@dca.nyc.gov

NYC Online Licensing Service Help Desk

ELP@dca.nyc.gov

Office of Financial Empowerment Call Center (financial counseling)

portalsupport@dca.nyc.gov

Office of Labor Policy & Standards (City labor laws)

OLPS@dca.nyc.gov

Thank you for your understanding as we work together to stop the spread of COVID-19.