



Consumer and Worker Protection

LICENSING CENTER
42 Broadway, Lobby
New York, NY 10004

By Appointment Only Hours below.

NYC SMALL BUSINESS SUPPORT CENTER
90-27 Sutphin Blvd, 4th Floor
Jamaica, NY 11435

By Appointment Only Hours below.

We're Here to Serve You Safely

In-Person Licensing and Collections Services Available By Appointment Only

The NYC Department of Consumer and Worker Protection (DCWP) is accepting in-person visits from customers with appointments only at our Manhattan and Queens locations. All appointments in Manhattan (Licensing; Collections) will be in the Licensing Center.

You must schedule an appointment to meet with a DCWP representative. For health and safety reasons, DCWP cannot serve walk-ins.

Please note:

- DCWP online services are available 24/7 at nyc.gov/dcwp. We encourage you to use our online services to apply for or renew a license or to pay fines and fees as in-person services are limited.
- The phone numbers below are to schedule appointments to conduct in-person business transactions only. For general questions, please email the Division. See the back for email addresses.
- For all other DCWP services, use online services at nyc.gov/dcwp or email the Division. See the back.

Below are details to schedule an appointment to conduct an in-person business transaction.

	LICENSING	COLLECTIONS (pay fines and fees)
Hours of Operation for Appointments	<p>Manhattan: Mondays-Thursdays: 8:00 a.m. – 4:00 p.m.*</p> <p>Queens: Mondays-Thursdays: 8:00 a.m. – 4:00 p.m.*</p> <p>*Last appointment at 3:30 p.m.</p>	<p>Manhattan: Fridays: 9:00 a.m. – 4:00 p.m.*</p> <p>*Last appointment at 3:30 p.m.</p>
Ways to Schedule an Appointment	<p>By email: LicensingAppointments@dcwp.nyc.gov</p> <p>By phone: (212) 436-0441 (Monday-Friday, 8:00 a.m. – 4:00 p.m.)</p>	<p>By email: Collections@dcwp.nyc.gov</p> <p>By phone: (212) 436-0259 (Monday-Friday, 9:00 a.m. – 4:00 p.m.)</p>
What We Need from You When You Email or Call	<ul style="list-style-type: none"> • Provide your name, a phone number where we can reach you, and any language need (if you will need interpretation). • Please email/leave voice mail message once only.* <p>*If you need to cancel or reschedule an appointment, please contact us 2 business days before your scheduled appointment.</p>	
What You Can Expect	<p>A DCWP representative will call you:</p> <ul style="list-style-type: none"> • <i>within 2 business days</i> to schedule your appointment; • <i>within 24 hours of your appointment</i> (unless it falls on a Monday/day after a holiday) to confirm your appointment and to do a health screening assessment. See Important Health and Safety Guidelines on the back. 	

	LICENSING	COLLECTIONS
Service Exceptions†	<ul style="list-style-type: none"> DCWP <i>cannot</i> process these applications: <ul style="list-style-type: none"> Sidewalk Café License (<i>new and renewal</i>) 	<ul style="list-style-type: none"> DCWP Collections will accept payments (checks; money orders) that customers want to drop off. You must follow staff instructions to drop off payments safely.

†Important Note

If you hold a License/Permit other than Mobile Food Vending:

- Health encourages you to submit your renewal online at nyc.gov/healthpermits or, if applicable, by mail to the Health lockbox: DOHMH ELP, P.O. Box 22137, New York, NY 10087-2137
For Overnight/Courier Delivery, send to: J.P. Morgan Chase – Lockbox Processing, Attn: DOHMH ELP 22137, 4 Chase Metrotech Center, 7th floor East, Brooklyn, NY 11245

Acceptable payment methods: check or money order payable to NYC Department of Health and Mental Hygiene

Important Health and Safety Guidelines

Protective Equipment	<ul style="list-style-type: none"> You must wear a face covering at all times when you are in our Manhattan and Queens locations.
Screening	<ul style="list-style-type: none"> You must pass the health screening assessment to enter our Manhattan and Queens locations.
Physical Distancing	<ul style="list-style-type: none"> Only the customer with a scheduled appointment is allowed to enter our Manhattan and Queens locations. Please do not bring family members or business associates to your appointment.
	<ul style="list-style-type: none"> DCWP must limit capacity in our Manhattan and Queens locations, so please arrive for your appointment at the scheduled time and be sure to bring all necessary documents with you. Late arrivals may require rescheduling; a new in-person appointment may not be available for several weeks.

Services Available Online

nyc.gov/dcwp: NYC Consumer and Worker Protection / *Consumer Affairs*

nyc.gov/healthpermits: NYC Health

nyc.gov/SBS: NYC Small Business Services

Contact a DCWP Division by Email

Americans with Disabilities Act (ADA) Coordinator (accommodations): ADACoordinator@dcwp.nyc.gov

Collections: Collections@dcwp.nyc.gov

Consumer Services (consumer complaints): consumers@dcwp.nyc.gov

Legal Compliance Helpline (Business Compliance Counsel): BusinessComplianceCounsel@dcwp.nyc.gov

Licensing Centers (Manhattan, Queens): onlineappsdocs@dcwp.nyc.gov

NYC Online Licensing Service Help Desk: ELP@dcwp.nyc.gov

Office of Financial Empowerment Call Center (financial counseling): portalsupport@dcwp.nyc.gov

Office of Labor Policy & Standards (City labor laws): OLPS@dcwp.nyc.gov