



CALIFORNIA DEPARTMENT OF
CONSUMER
A F F A I R S

GET TO KNOW THE
CALIFORNIA DEPARTMENT
OF CONSUMER AFFAIRS



5 THINGS YOU NEED TO KNOW ABOUT THE CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS

1

Get to know DCA! DCA consists of 36 boards and bureaus that issue 3.4 million licenses in 280 license types—all to protect California's 40 million consumers.

2

Look for the license! A license means the person or company you are working with has met state standards to practice within their profession. Before doing business, always verify the license at DCA's website: <https://search.dca.ca.gov>.

3

Knowledge is power! Every board and bureau website features consumer resources that are available to you 24/7.

4

Participation is encouraged! DCA boards and bureaus hold regular public meetings where you can learn more about the regulatory process and make your voice heard. You can also help be part of California's consumer protection efforts by serving as a board or advisory committee member.

5

Connect with DCA! Follow DCA and its boards and bureaus on social media, and call the Consumer Information Center for assistance in more than 200 languages, as needed.

1

GET TO KNOW DCA

DCA consists of 36 boards and bureaus that issue 3.4 million licenses in 280 different license types. DCA's mission is to inform, empower, and protect California consumers just like you—and we have several resources you can use to help protect your health, money, and peace of mind.

Visit www.dca.ca.gov to view board and bureau websites, and be sure to share their key resources with your friends and family.



WWW.DCA.CA.GOV

2 LOOK FOR THE LICENSE

Don't put yourself, your family, and your money at risk. The best way to protect yourself is to verify the license of the person or business before seeking services.

A license means the person or business you are working with has met the necessary state standards to practice within their profession. Those providing services without state-required licensure are not only practicing illegally, but also are putting consumers at risk.

Visit <https://search.dca.ca.gov> to check the license, or call toll-free (800) 952-5210 for assistance in other languages. Make sure the license is in good standing and look for any formal disciplinary actions or other documents associated with the license.

If you have concerns with unlicensed activity or a licensee under DCA's jurisdiction, contact the board or bureau directly, or call DCA's Consumer Information Center at (800) 952-5210.



WWW.DCA.CA.GOV

3

KNOWLEDGE IS POWER

Every board and bureau website has a “Consumers” tab that contains vital and always-available consumer resources and publications.

DCA also has an online consumer resources flyer available in **English, Spanish, Vietnamese, Tagalog, Korean, Simplified Chinese, and Traditional Chinese** providing an overview of key DCA resources and ways you can be an informed and empowered consumer. Share these resources with your friends, family, and community!



WWW.DCA.CA.GOV

4 PARTICIPATION IS ENCOURAGED!

Consumers are welcomed at board and bureau public meetings. Visit the **Board and Bureau Public Meetings Calendar** on DCA's website to access more detailed meeting information, as well as past and future meeting dates specific to each board and bureau. Meetings are often broadcast online, so check DCA's **Live Webcast** page for livestream information, and view past meeting recordings on DCA's **YouTube** page.

You can also play an active role in consumer protection by applying to become a member of a board or advisory committee. Find out more on DCA's **Board Member Resources** page or contact a board or bureau directly for assistance.



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5 CONNECT WITH DCA

Connect with DCA on all major social media sites, including Facebook, Twitter, Instagram, LinkedIn, and YouTube—all at @CaliforniaDCA.



You can also engage with DCA boards and bureaus on social media. Board and bureau social media sites are linked on the board or bureau’s homepage—look for the social media icons.

In addition, consumer advice is just a call away—contact DCA’s Consumer Information Center for assistance toll-free at (800) 952-5210. Staff are available Monday through Friday, 8 a.m. to 5 p.m., and can provide help in more than 200 languages.





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