



NEIL ABERCROMBIE
GOVERNOR

BRIAN SCHATZ
LT. GOVERNOR

STATE OF HAWAII
OFFICE OF THE DIRECTOR
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
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KEALI'I S. LOPEZ
INTERIM DIRECTOR

EVERETT KANESHIGE
DEPUTY DIRECTOR

PRESENTATION OF
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
REGULATED INDUSTRIES COMPLAINTS OFFICE

TO THE HOUSE COMMITTEE ON
CONSUMER PROTECTION & COMMERCE

TWENTY-SIXTH STATE LEGISLATURE
REGULAR SESSION, 2011

WEDNESDAY, FEBRUARY 2, 2011
2:05 P.M.

TESTIMONY ON HOUSE BILL NO. 1141
RELATING TO THE UNIFORM INFORMATION PRACTICES ACT

TO THE HONORABLE ROBERT N. HERKES, CHAIR,
AND TO THE HONORABLE RYAN I. YAMANE, VICE CHAIR,
AND MEMBERS OF THE COMMITTEE:

The Department of Commerce and Consumer Affairs' Regulated Industries Complaints Office ("RICO") appreciates the opportunity to testify on House Bill No. 1141, Relating To The Uniform Information Practices Act. My name is Jo Ann Uchida, testifying on behalf of RICO. RICO opposes House Bill No. 1141.

House Bill No. 1141 adds a new section to Chapter 92F, Hawaii Revised Statutes ("HRS") to limit the disclosure of complaints information to only those complaints that are or will be referred for legal action, and where the subject of the

complaint has had an opportunity to respond to the complaint, and where the complaint involves a probable violation of law or a possible risk of harm to the public. The bill also protects from disclosure complaints that are pending, complaints used in connection with a civil action initiated by the Office of Consumer Protection, complaints referred to another state agency, and complaints that are without merit.

The disclosure of complaints information by RICO has been the subject of legislation over the past several years, including but not limited to House Bill No. 1212 (2010), which was vetoed by the Governor.

Like House Bill No. 1212 (2010), this bill as drafted would have the practical effect of precluding RICO from disclosing the existence of any complaints except those that result in legal action. This means that the public would not be apprised of pending investigations, or of those cases in which an investigation was conducted that did not result in legal action.

For RICO complaints, the bill would affect disclosure of complaints relating to over 45 different licensed professions, including unlicensed contractors, licensed contractors, doctors, real estate agents, dentists, nursing home administrators, travel agencies, and cemeteries and funeral trusts. RICO would be precluded from issuing warnings to the public regarding pending investigations or from soliciting information from the public about law violators, regardless of the seriousness of the conduct and regardless of whether the respondent was licensed or unlicensed.

RICO acknowledges that it is difficult to balance the competing interests of consumers in making knowledgeable decisions about the professionals they hire against a professional's interest in avoiding negative connotations associated with a history of complaints. RICO is continually evaluating the extent to which it can refine the manner in which these competing interests are served, without undermining its obligation to be as accountable and transparent to the public as possible in its enforcement activities.

There are a number of bills this session that clearly reflect the public's interest in knowing about how government is conducting its investigations and how it responds to complaints. See House Bill No. 127 (disclosure of complaints regarding availability of emergency contraception); House Bill No. 157 (disclosure of Department of Health inspections of state-licensed care facilities); House Bill No. 510 (disclosure of Department of Health and Department of Human Services inspections of state-licensed care facilities); House Bill No. 1602 (relating to medical harm disclosure); and House Bill No. 889 (relating to infection rate disclosure). House Bill No. 1141 would preclude public disclosure of complaints or inspections based upon complaints, unless those complaints resulted in legal action.

Given the practical impact of this bill, and in weighing the competing interests involved, RICO believes that this bill weighs too heavily against the public's interest in making informed consumer decisions and against the public's

Testimony on House Bill No. 1141
February 2, 2011
Page 4

interest in knowing what government is up to. As such, RICO opposes this bill as drafted.

Thank you for this opportunity to testify on House Bill No. 1141. I will be happy to answer any questions that the members of the Committee may have.



THE JUDICIARY, STATE OF HAWAII

Testimony to the House Committee on Consumer Protection & Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair

Wednesday, February 2, 2011, 2:05 p.m.
State Capitol, Conference Room 325

by
Rodney A. Maile
Administrative Director of the Courts

WRITTEN TESTIMONY ONLY

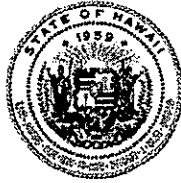
Bill No. and Title: House Bill No. 1141, Relating to the Uniform Information Practices Act

Purpose: The purpose of House Bill No. 1141 (HB1141) is to add a new section to the Uniform Information Practices Act, Hawaii Revised Statutes chapter 92F. The new section would make records pertaining to consumer complaints available to the public.

Judiciary's Position:

The Judiciary takes no position on HB1141, but believes that certain terms in the bill should be further defined. While it appears that the purpose of HB1141 is to permit regulatory agencies to disclose complaints arising out of the purchase of goods or services in commercial transactions, it is possible that "consumer complaint" could be interpreted more broadly. Some persons may claim that any complaint regarding goods or services that is submitted to any department or agency is subject to disclosure.

Thank you for the opportunity to testify on HB1141.



NEIL AMBERCROMBIE
GOVERNOR

BRIAN SCHATZ
LT. GOVERNOR

STATE OF HAWAII
OFFICE OF THE DIRECTOR
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
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KEALI'I S. LOPEZ
INTERIM DIRECTOR
EVERETT KANESHIGE
DEPUTY DIRECTOR

PRESENTATION OF THE
OFFICE OF CONSUMER PROTECTION

TO THE HOUSE COMMITTEE ON CONSUMER PROTECTION & COMMERCE

TWENTY-SIXTH LEGISLATURE
Regular Session of 2011

Wednesday, February 2, 2011
2:05 p.m.

**TESTIMONY ON HOUSE BILL NO. 1141, RELATING TO THE UNIFORM
INFORMATION PRACTICES ACT.**

TO THE HONORABLE ROBERT N. HERKES, CHAIR, AND MEMBERS OF THE
COMMITTEE:

The Department of Commerce and Consumer Affairs ("Department") appreciates the opportunity to testify in opposition to House Bill No. 1141, Relating to The Uniform Information Practice Act. My name is Stephen Levins, and I am the Executive Director of the Office of Consumer Protection ("OCP"), representing the Department.

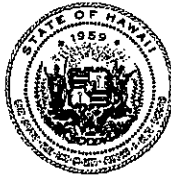
House Bill No. 1141 would obstruct the ability of the Office of Consumer Protection to provide consumer complaint information to our citizens. For at least the past 30 years, Hawaii has required the OCP to "Provide a central clearinghouse of information by collecting and compiling all consumer complaints and inquiries and making the collections and compilations available to the general public". See, Section

Testimony on House Bill No. 1141
Wednesday, February 2, 2011
Page 2

487-5(8) of the Hawaii Revised Statutes. This measure undermines this longstanding policy. The reason that the law is important is because it facilitates the concept of open government, allows transparency of the enforcement process and is consistent with the practices of virtually every jurisdiction in the United States.

In view of the foregoing, the OCP is in opposition to House Bill No. 1141.

Thank you for providing me with the opportunity to testify. I will be happy to answer any questions that the committee members may have.



NEIL ABERCROMBIE
GOVERNOR

BRIAN SCHATZ
LIEUTENANT GOVERNOR

STATE OF HAWAII
OFFICE OF THE LIEUTENANT GOVERNOR
OFFICE OF INFORMATION PRACTICES

CATHY L. TAKASE
ACTING DIRECTOR

NO. 1 CAPITOL DISTRICT BUILDING
250 SOUTH HOTEL STREET, SUITE 107
HONOLULU, HAWAII 96813

Telephone: (808) 586-1400 FAX: (808) 586-1412
E-MAIL: oip@hawaii.gov
www.hawaii.gov/oip

To: House Committee on Consumer Protection & Commerce
From: Cathy L. Takase, Acting Director
Hearing: Wednesday, February 2, 2011, 2:05 p.m.
State Capitol, Room 325
Re: Testimony on H.B. No. 1141
Relating to the Uniform Information Practices Act

OPPOSED

Thank you for the opportunity to submit testimony on H.B. No. 1411. This bill seeks to require agencies to keep "consumer complaints" confidential under specified circumstances. The Office of Information Practices (OIP) has several major concerns about this bill.

Bill's Required Confidentiality of Consumer Complaints is Inconsistent with the UIPA

OIP's first concern is the inappropriate placement of a confidentiality provision within the Uniform Information Practices Act (Modified), chapter 92F, HRS (UIPA). The UIPA, the State's public records law, sets forth general requirements and exceptions for the disclosure of government records that apply to **all** government records. This bill's proposed specific prohibition against disclosure of consumer complaints is thus clearly inconsistent with the UIPA's statutory scheme.

Currently, the UIPA's exceptions to the general rule of disclosure are broad-based (such as the exceptions for privacy or for information whose disclosure would frustrate a legitimate government function): **All confidentiality provisions concerning specific information or specific government records are placed in the laws governing the agencies maintaining the records.** The UIPA recognizes these confidentiality provisions in other chapters of the Hawaii

Revised Statutes or in federal law, under § 92F-13(4), which excepts from disclosure government records that are protected from disclosure by state or federal law. OIP believes that the insertion of one confidentiality provision concerning a specific category of records creates confusion in the UIPA's statutory scheme and thus OIP strongly recommends against it.

Potential Confusion and Conflict of Bill's Disclosure and Confidentiality Provisions

OIP finds that the bill's proposed new provisions create potential confusion and conflict with each other and other provisions of the UIPA. For example, the bill requires the complaint to be kept confidential when "[t]he department of agency is conducting an active investigation or review of the complaint," but also provides that an agency must disclose a consumer complaint when "[t]he complaint will be referred for legal action." In some cases, however, the referral is internal because the legal action is prosecuted by the agency itself.

The bill also allows an agency to "establish rules pursuant to chapter 91 that define the information to be disclosed to the general public." Placing this provision within the UIPA may be found to conflict with the UIPA's general provisions that are intended to control the extent to which government records are required to be publicly disclosed.

Bill Focuses on Consumer Complaints when Complaint History is the Intended Target

OIP believes that this bill is an attempt to resurrect in substance a bill vetoed by the Governor last year that sought to declare that professional and vocational licensees have a significant privacy interest in their records of complaints until and unless a complaint is resolved against them. Yet the bill currently before your Committee specifically focuses on the consumer complaints themselves and only addresses a licensee's complaint history by removing it from the list of licensing information for which the UIPA recognizes no significant privacy interest. It is OIP's understanding that this bill is seeking to alter the long standing practice of informing consumers of a licensee's complaint history, but it is not clear from the bill itself that this result will even be achieved since the bill only addresses disclosure of the individual complaints themselves. Moreover, as currently drafted, the proposed bill is not limited to complaints against individual licensees, but would also prevent disclosure of complaints against any business, utility, non-profit, or other person or entity that provides any sort of services or goods for money and thus may be the subject of a consumer complaint. A complaint about a store that sold a faulty television and refused to accept a return, or about overbilling by a public utility, or about

deceptive insurance practices, or even about the food sold in a public school cafeteria, would all fall within this bill's scope.

Bill Seeks to Alter Consumers' Ability to Find Out about a Business' Complaint History

This bill seeks to make pending complaint information inaccessible, or at least not readily accessible, to consumers who may want this information in order to make informed decisions about whether to engage the services of a business. The amount of time a complaint is pending may be protracted, and it is reasonable to believe that the pendency of a complaint is longer where the allegations are of a serious nature and supported by some evidence.

This complaint information is clearly valuable to the public when seeking services from the vast range of businesses that the Legislature believes must be subject to regulation for the safety and protection of the public because these services pose a substantial risk of financial and/or bodily harm to consumers. This includes services of travel agencies, electricians, contractors, engineers, realtors, and nursing care homes. By amending the UIPA as proposed, the Legislature would greatly impact consumers by withholding information that would allow them to make their own informed choices and to protect themselves against potential risks.

OIP understands the desire of persons falsely accused of a wrongdoing to protect their reputation. However, one apparent reason the Legislature originally provided express access to licensee complaint history information was its belief that consumers had a right to access such information that could potentially protect them. Presumably, the Legislature believed that pending complaints or complaints not resolved may be given the appropriate weight by the affected member of the public seeking a licensee's service. OIP believes that disclosure of complaint information where no legal action is taken may also be important to the consumer, depending upon the reason no action is taken, and is also important to the public interest in ensuring accountability of government agencies in carrying out administration of laws and regulations governing businesses and designed to protect consumers.

The proposed amendment of the UIPA is ultimately a policy concern. However, because the bill creates a significant departure from the original intent of the UIPA's current provisions ensuring public access to complaint history information for the welfare of the public, OIP recommends that your committee hold this bill or, at a minimum, place this provision outside of the UIPA.

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair
Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325
House Bill 1141 Relating to the Uniform Information Practices Act

Honorable Chair Robert N. Herkes, Vice Chair Ryan I. Yamane and
members of the House Committee on Consumer Protection and Commerce,

My name is Russel Yamashita and I am the legislative representative for the Hawaii Dental Association and its 960 member dentists. I appreciate the opportunity to testify in support of HB 1141 Relating to the Uniform Information Practices Act. The bill before you today would seek to provide basic due process for those who have complaints filed against them with state and county agencies.

For the last two legislative sessions, the HDA, along with other concerned groups, have sought to obtain a semblance of justice from the Legislature in the blatantly unfair and unconscionable act of the public listing of unfounded and unsubstantiated complaints against licensees. During the last legislative session a reasonable compromise was determined by the House and Senate in HB 1212, HD 1, SD 1, CD 1, which was passed to Governor Lingle who vetoed the measure.

In trying to address the issue again during the interim, suggestions were made by legislative members and interested groups to find a way to address this issue from another point of view. It is important to note that Hawaii is the only state that provides for the unresolved and uninvestigated complaints to be listed for the public.

In reviewing other states, California and Florida seemed to provide the proper level of due process to those subject to public complaints. As a result, the California statutory framework was chosen as a basis for this legislation. As noted, the only thing that is affected is the public listing of unsubstantiated and uninvestigated complaints that provide no meaningful information as to whether or not the complaint is substantive or frivolous.

This bill provides specific guidelines as to when a complaint can be made public. Essentially, these guidelines provide that the target of the complaint be treated with a minimum of due process that permits the target to respond to the complaint made against them. Also, the agency must at least make a determination that the complaint is substantive enough to warrant legal action due to a violation of the law and is a risk to the public.

With respect to the HDA's members, an example of an blatant lack of due process is the complaint that listed a dentist member who has a complaint filed over five years ago by a patient who complaint about a billing issue, who was never contacted by DCCA investigators or notified of the complaint filed against him. Yet, the complaint still remains posted on the DCCA website to this day.

Additionally, in reviewing the disclosure provisions for complaints made against lawyers and judges, it is interesting to note that they are not subject to the same disclosure standards that other state agencies are held to. In fact, the complaint handling against lawyers and judges provides for disclosure only after full investigations, prosecutions and hearings are completed, and discipline is applied before the Supreme Court of Hawaii.

Thank you again for the opportunity to testify on this bill.

CPCtestimony

From: Gerry Peters [gerry@hpsconstructionservices.com]
Sent: Monday, January 31, 2011 8:18 PM
To: CPCtestimony
Subject: HB1141 CPC weds 2/2 2:05 pm rm 325

Testimony of Gerald Peters and The Hawaii Lumber Products Association

(CPC) House Committee on Consumer Protection and Commerce

Wednesday February 2, 2011. Room 225. 2:05 pm

RE: HOUSE BILL 1141 – RELATING TO THE UNIFORM INFORMATION PRACTICES ACT

Chair Herkes, Vice Chair Yamane, and Members;

My name is Gerald Peters. I am testifying on behalf of The Hawaii Lumber Products Association, as well as myself as an individual, my State Licensed General Engineering and General Contracting Corporation, as a member of the Building Industry of Hawaii Government Relations Committee, and as seven years producer and on air co-host of Fixitfridays Home Improvement hour on Clear Channel News/Talk Radio KHVH on The Mike Buck Show.

I and we are unanimously in strong support of this legislation.

The current practice of listing any letter of complaint on a licensed individual or company for five years, irregardless of merit, is patently unfair and most likely unconstitutional, should it be tested. It, in essence, proclaims guilt without a trial.

Additionally, often times people use this automatic and harmful a priori damnation as a wedge to avoid or delay or reduce payments due. Merely filing a letter under the current policy sets a backward economic slide in action, which, does hurt businesses and individuals of all types and scope, as well as reduce the State's revenue.

For building contractors, especially those of us mass marketing low price licensed handyman services, this unclear complaint listing serves to drive business to unlicensed, black market handymen, who are already skirting the tax system in a flourishing underground business. The consumer sees one or two complaints, which may have been minor or unwarranted or deemed inaccurate, for five years, so then is pushed towards the black market handyman, who most often has no record and no G.E. Tax License either.

This past year, RICO achieved an administrative improvement of at least listing those complaints which were resolved expeditiously as having been such.

However, in addition to this legislation, it would be quite helpful if RICO could also differentiate between scope of complaints financially and subject matter between workmanship and product failures. Right now, a \$100 complaint gets the same weight as \$1million. And, if a new microwave, for example, fails, the complaint lists the contractor with faulty workmanship.

Thank you for your consideration of the much needed legislation herein. We want consumers to be protected, and we play by the licensing system rules. But the current system is not fair to business, nor individuals and professionals, and harms the legitimate economy and revenue of our state.

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BIA-HAWAII
BUILDING INDUSTRY ASSOCIATION

February 2, 2011

Representative Robert Herkes, Chair
Committee on Consumer Protection & Commerce
State Capitol, Room 325
Honolulu, HI 96813

RE: HB 1141" Relating to the Uniform Information Practices Act"

Chair Herkes and Members of the Committee on Consumer Protection & Commerce:

I am Karen Nakamura, Chief Executive Officer of the Building Industry Association of Hawaii (BIA-Hawaii) Chartered in 1955, the Building Industry Association of Hawaii is a professional trade organization affiliated with the National Association of Home Builders, representing the building industry and its associates. BIA-Hawaii takes a leadership role in unifying and promoting the interests of the industry to enhance the quality of life for the people of Hawaii.

BIA-Hawaii strongly supports HB1141 "Relating to the Uniform Information Practices Act." HB1141 would remove the current practice of public reporting of complaints filed against a licensee, regardless of the outcome of the complaint.

Currently, the Regulated Industries Complaints Office (RICO) posts on its website all complaints received against any licensee, including construction contractors. These listed complaints remain on the website for 5 years and are not removed, even if the investigation is closed for lack of evidence or merit, or if there is a determination by RICO that a violation did not occur. Members of BIA-Hawaii have experienced the continued listing of their names even when it was determined that no violation had occurred. These members believe that this practice is unfair to their reputation and credibility as licensed contractors. We understand the responsibility of a regulating agency such as RICO to the consumers of this state, however, in this case, we believe that consumers are misled by such a listing that continues long after the complaint has been settled or dismissed.

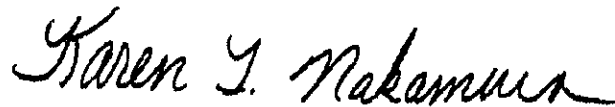
BIA-Hawaii testimony on HB1141, Page 2

BIA-Hawaii believes that many other licensed professions share the same concern and that the principle of fairness should prevail. Under the proposed measure, the public would still have the right to information on a licensee's disciplinary history, whether or not there was a finding of wrongdoing, and the resulting disciplinary action has been taken.

The placement of a licensee's name on a list of complaints against the person gives the perception that the licensee is guilty of the charge against him/her. Anyone who checks for any complaints against a contractor and sees a potential contractor's name on the list would think that the contractor was not a good choice. The fact that the names are not removed for 5 years or more, even when the complaints are unfounded or settled, is a real disservice to contractors.

For these reasons, BIA-Hawaii supports HB1141.

Thank you for the opportunity to share my views with you.

A handwritten signature in cursive script that reads "Karen J. Nakamura".

Chief Executive Officer

BIA-Hawaii



The REALTOR® Building
1136 12th Avenue, Suite 220
Honolulu, Hawaii 96816

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Fax: (808) 737-4977
Neighbor Islands: (888) 737-9070
Email: har@hawaiirealtors.com

February 1, 2011

The Honorable Robert N. Herkes
House Committee on Consumer Protection and Commerce
State Capitol, Room 325
Honolulu, Hawaii 96813

RE: H.B. 1141-Relating to the Uniform Information Practices Act

HEARING: Wednesday, February 2, 2011 at 2:05 p.m.

Aloha Chair Herkes, Vice Chair Yamane, and Members of the Committee:

support

I am Myoung Oh, Government Affairs Director of the Hawai'i Association of REALTORS® ("HAR"), the voice of real estate in Hawai'i, and its 8,500 members in Hawai'i. HAR **strongly supports** H.B. 1141, which clarifies and creates the circumstances under which complaints submitted to the department and agencies shall be made available to the public.

HAR believes in the public's right to have access to information regarding the discipline of state-licensed professionals in various occupations. However, Hawai'i is the only state in the country where all complaints against licensed professionals are disclosed on the Regulated Industries Complaints Office ("RICO") website regardless of the outcome of such complaints.

Reported complaints remain on the website for five years and are not removed, even if the investigation is closed for lack of evidence or merit, or if there is a determination by RICO that a violation did not occur. This has two potentially negative effects—the public may be misled about a licensee's complaint history and a licensee may be unfairly targeted by the disclosure.

HAR believes this measure provides a balanced approach to the disclosure of complaints against real estate licensees and other regulated professionals inasmuch as it provides a clear framework and process for the types of complaints to be disclosed to the public.

Mahalo for the opportunity to testify.



CPCtestimony

From: steveertel@aol.com
Sent: Tuesday, February 01, 2011 10:08 AM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Follow Up Flag: Follow up
Flag Status: Flagged

Lynn Fujimoto
850 Kam Hwy Suite 215
Pearl City, HI 96782-2603

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform
Information Practices Act

Honorable Chair Robert N. Herkes, Vice Chair Ryan I. Yamane and members of the House
Committee on Consumer Protection and Commerce

I am a practicing dentist in Hawaii. As a member of the Hawaii Dental Association I appreciate the opportunity to testify in support of HB 1141 Relating to the Uniform Information Practices Act. The bill before you today would seek to provide basic due process for those who have complaints filed against them with state and county agencies.

This bill will provide that no unsubstantiated and uninvestigated complaints are made public without the notification the target of a complaint with a state or county agency. This fundamental due process provides safeguards to small businesses from frivolous and unsubstantiated complaints which can tarnish a professional's reputation without justification.

Small businesses in Hawaii already have a difficult time surviving in a high cost and heavily regulated economic environment. Dealing with frivolous complaints that impugnstain the reputation unnecessarily and without justification is just another example of the difficult business environment that exist in Hawaii. Only in Hawaii are such uninvestigated complaints allowed to sully any business without any kind of due process.

I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

Lynn Fujimoto
456-4555

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [nspcUTE6]

CPCtestimony

From: cshimizu@hawaiiintel.net
Sent: Tuesday, February 01, 2011 10:08 AM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Follow Up Flag: Follow up
Flag Status: Flagged

Curt S. Shimizu DDS
1441 Kapiolani Blvd. Suite 412
Honolulu, HI 96814-4400

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform Information Practices Act

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

Curt S. Shimizu, DDS

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [zmr1YEW2]

CPCtestimony

From: dentalimage@hawaii.rr.com
Sent: Tuesday, February 01, 2011 10:33 AM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Follow Up Flag: Follow up
Flag Status: Flagged

LORI MASUDA
555 FARRINGTON HWY., #1
KAPOLEI, HI 96707-2052

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

LORI MASUDA
8086742520

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [09poohb5]

CPCtestimony

From: dbonn1@aol.com
Sent: Tuesday, February 01, 2011 10:28 AM
To: CPCtestimony
Subject: Please help your Hawaii Dental Associaton Legislative Program

Follow Up Flag: Follow up
Flag Status: Flagged

Bonnie S.L. Lau DDS
1221 Kapiolani Blvd, #515
Honolulu, HI 96814-3512

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform Information Practices Act

Honorable Chair Robert N. Herkes, Vice Chair Ryan I. Yamane and members of the House Committee on Consumer Protection and Commerce

I am a practicing dentist in Hawaii. As a member of the Hawaii Dental Association I appreciate the opportunity to testify in support of HB 1141 Relating to the Uniform Information Practices Act. The bill before you today would seek to provide basic due process for those who have complaints filed against them with state and county agencies.

In this day and age, it is all too easy for individuals to make unsubstantiated claims to tarnish someone else s reputation. This bill will provide that no unsubstantiated and investigated complaints are made public without the notification the target of a complaint with a state or county agency. This fundamental due process provides safeguards to small businesses from frivolous and unsubstantiated complaints which can tarnish a professional's reputation without justification.

Small businesses in Hawaii already have a difficult time surviving in a high cost and heavily regulated economic environment. Dealing with frivolous complaints that damage the reputation unnecessarily and without justification is just another example of the difficult business environment that exist in Hawaii. Only in Hawaii are such un-investigated complaints allowed to sully any business without any kind of due process.

I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

Bonnie S.L. Lau, DDS
808-596-0133

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [exciHAE6]

CPCtestimony

From: Darrell [teruyadt@att.net]
Sent: Monday, January 31, 2011 2:19 PM
To: CPCtestimony
Subject: Testimony Supporting HB 1141

Hawaii State Legislature State House of Representatives Committee on Consumer Protection and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair
Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325

HB1141 RELATING TO THE UNIFORM INFORMATION PRACTICES ACT.

Clarifies circumstances under which complaints submitted to departments and agencies shall be made available to the public.

Honorable Chair Robert N. Herkes, Vice Chair Ryan I. Yamane and
members of the House Committee on Consumer Protection and Commerce,

support

It would be greatly appreciated if you could consider the passage of HB1141. There is no substantive review or vetting of a frivolous or malicious complaints before its posting on the Department of Commerce and Consumer Affairs website. Currently it still appears that the DCCA posts all complaints on their web site without any substantiation of the complaint's validity.

My concerns as a licensed, practicing dentist are as follows:

1. Hawaii is the only state in the country that posts completely unsubstantiated claims on a public web site. Only 2 states post unresolved complaints, but they actually have stringent safeguards to protect the integrity of the system against frivolous complaints before posting. Hawaii is essentially the only state that discloses complaints against its licensed professionals which have not been adjudicated.
2. Currently, the public can check on any licensee by contacting the DCCA. They will be given the current information regarding the number of complaints and status of the complaints. All complaint information for all State and County licensees are available under Hawaii's Freedom of Information act. This provides more accurate and useful information than is currently available on a web site which is a blanket listing of frivolous and non-legitimate complaints.
3. There is apparently a lack of parity within the DCCA as it appears that complaints against all licensees are not disclosed or investigated on an equal basis. Only the licensees under the Professional and Vocational Licensing Division and the Regulated Industries Complaint Office are posted on the DCCA web site. Licensees under the Insurance Division, the Business Registration Division and the Bank Examination Division are, in contrast, not subject to disclosure on the DCCA web site.
4. The DCCA web site is not updated in a timely manner and there are numerous instances where alleged citations remain on the web site in excess of the five year period. What is particularly onerous is that complaints resolved in favor of the licensee are still posted against the licensee for the 5 year period. This contrasts with what the DCCA has reported to the Legislature and to DCCA licensees.
5. In addition to the unfair and discriminatory actions by the DCCA, the State Judiciary's regulation and handling of complaints against licensed attorneys continues to be in apparent violation of current law. It appears that the Attorney General's staff is not even subject to the same law that the DCCA is applying inequitably to the PVL licensees. With regards to the lawyers employed by RICO, this inequity makes any posting by the DCCA appear as following a double standard.

I humbly ask for your consideration in allowing the passage of HB 1141. I believe that fair enforcement and reporting of license irregularities serves to enhance the business climate in Hawaii. This is currently not the practice. Thank you for your due consideration of this measure.

CPCtestimony

From: macsak@gmail.com
Sent: Tuesday, February 01, 2011 10:13 AM
To: CPCtestimony
Subject: HB1141

steven kumasaka
46-030 kamehameha highway
kaneohe, HI 96744-3714

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform
Information Practices Act

Honorable Chair Robert N. Herkes, Vice Chair Ryan I. Yamane and members of the House
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This bill will provide that no unsubstantiated and uninvestigated complaints are made public without the notification the target of a complaint with a state or county agency. This fundamental due process provides safeguards to small businesses from frivolous and unsubstantiated complaints which can tarnish a professional's reputation without justification.

Small businesses in Hawaii already have a difficult time surviving in a high cost and heavily regulated economic environment. Dealing with frivolous complaints that impugnstain the reputation unnecessarily and without justification is just another example of the difficult business environment that exist in Hawaii. Only in Hawaii are such uninvestigated complaints allowed to sully any business without any kind of due process.

I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

steven kumasaka
808-247-2240

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [szglAMY1]

CPCtestimony

From: ttkddsinc@hawaii.rr.com
Sent: Tuesday, February 01, 2011 11:38 AM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Ted Kanamori
3434 Haleakala Hwy
Makawao, HI 96768-8510

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform Information Practices Act

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

Ted Kanamori
808 572-0822

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [10hrqyp2]

CPCtestimony

From: ortho@dr.com
Sent: Tuesday, February 01, 2011 11:28 AM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Erik TinHan
727 kapaia st.
Honolulu, HI 96825-2412

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform
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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

Dr. Erik TinHan

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [n4312APA]

CPCtestimony

From: mauimec@gmail.com
Sent: Tuesday, February 01, 2011 11:28 AM
To: CPCtestimony
Subject: Please help your Hawaii Dental Associaton Legislative Program

Michael Clarke
24 N. Church St., Suite 206
Wailuku, HI 96793-1606

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform
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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

Michael E Clarke
808-242-0077

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [RKF22Rv1]

CPCtestimony

From: gkimdds@yahoo.com
Sent: Tuesday, February 01, 2011 11:23 AM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Gerald W.H. Kim DDS, MSD
1441 Kapiolani Blvd, #1515
Honolulu, HI 96814-4407

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform Information Practices Act

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

Gerald W.H. Kim, DDS, MSD

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [SMF380a3]

CPCtestimony

From: akubelly@aol.com
Sent: Tuesday, February 01, 2011 11:08 AM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Follow Up Flag: Follow up
Flag Status: Flagged

Malia Kamisugi
1060 Young Street suite 201
Honolulu, HI 96814-1609

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform Information Practices Act

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

Dr. Malia Kamisugi

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [TYB03Lo0]

CPCtestimony

From: loren001@hawaii.rr.com
Sent: Tuesday, February 01, 2011 11:03 AM
To: CPCtestimony
Subject: Please help your Hawaii Dental Associaton Legislative Program

Follow Up Flag: Follow up
Flag Status: Flagged

Loren Liebling
579 Keolu Dr. Unit E
Kailua, HI 96734-3980

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform
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heavily regulated economic environment. Dealing with frivolous complaints that impugnstain
the reputation unnecessarily and without justification is just another example of the
difficult business environment that exist in Hawaii. Only in Hawaii are such uninvestigated
complaints allowed to sully any business without any kind of due process.

I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

Loren Liebling
8087594767

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [KUX84Ek2]

CPCtestimony

From: periocarehawaii@yahoo.com
Sent: Tuesday, February 01, 2011 11:03 AM
To: CPCtestimony
Subject: Please help your Hawaii Dental Associaton Legislative Program

Follow Up Flag: Follow up
Flag Status: Flagged

Braden Seamons
4066 Kulamanu St
Honolulu, HI 96816-4831

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform Information Practices Act

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

Braden C. Seamons
8087796982

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [b7638GF0]

CPCtestimony

From: wnobuhara@eshawaii.net
Sent: Tuesday, February 01, 2011 11:43 AM
To: CPCtestimony
Subject: Testimony in support of HB1141

Wade Nobuhara
1100 Ward Avenue #1015
Honolulu, HI 96814-1610

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, February 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform Information Practices Act

Honorable Chair Robert N. Herkes, Vice Chair Ryan I. Yamane and members of the House Committee on Consumer Protection and Commerce

Testimony in Support of HB 1141

Historically, many of Hawaii's dentists have elected to treat their patients as solo practitioners in private practice. As a whole, Hawaii's dentists strive to: skillfully provide the highest quality of patient care; diligently conform to demands of regulatory agencies; and conduct business according to the highest ethical standards. Dentists understand that the best reflection of their practice is their reputation in the community.

The State of Hawaii Department of Commerce and Consumer Affairs operates a "Business and Licensee Complaints History Search" on its website. Information posted on the webpage states that "This search is designed to help the public obtain basic information about complaints that have been filed against companies that conduct business in the State of Hawaii". Complaints filed through the Office of Consumer Protection and the Regulated Industries Complaints Office may be posted on this website before a formal investigation has been conducted. Many of Hawaii's dentists have found the discovery of this practice to be extremely disconcerting. It seems inherently unfair to disclose information concerning a complaint before its validity and merit have been determined.

In other cases, formal investigations by the regulatory agency have determined there was insufficient evidence to pursue warnings or sanctions against the licensee. While the licensee may feel he or she has been vindicated, the information regarding the complaint and

its outcome is still subject to disclosure and remains posted on the website. The record of complaints that are pending investigation and complaints that do not result in disciplinary action remains posted on the website for a minimum of five years. Ironically, the duration of time the information remains posted on the website is based on the State Comptroller's assessment of storage space available for written documents.

Historically, the statutory language under review was introduced in the late 1980's. At question was the balance between the State's interest in open and accessible government and an individual's right to privacy. In 1988, the Senate's Committee on Government Operations wrote, "It is an open question whether Hawaii's constitutional right to privacy is broader than the provisions of Section 92-53, in some respects, and may compel the State to close additional records" (Standing Committee Report No. 2580. Senator Russell Blair, Chair).

While the interest in open and accessible government has not changed, the instantaneous accessibility to information the internet currently provides could not have been foreseen. This brings us back to the dilemma of the dentist whose name remains posted on this website because of a complaint which may - or may not - be based on factual merit. Or the dentist whose name remains posted on this website even though a formal investigation has determined there was insufficient evidence to support the filed complaint.

In my opinion, the practice of posting this information is inherently unfair and potentially damaging to the dentist's reputation.

Since there appears to be no other recourse than the proposed change in statutory language, I express my support for HB1141 and respectfully request this committee to consider the intent to protect the record of complaints that do not result in disciplinary action against a licensee.

Thank you for the opportunity to testify in support of HB1141.

With aloha,

Wade Nobuhara
808-532-3900

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [z8630BVS]

CPCtestimony

From: keiki_dentist@yahoo.com
Sent: Tuesday, February 01, 2011 11:48 AM
To: CPCtestimony
Subject: HB1141

Christopher Lee
1314 S. King St. #618
Honolulu, HI 96814-2098

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform Information Practices Act

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

Christopher Lee

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [72zkhaw3]

CPCtestimony

From: adachidmd@aol.com
Sent: Tuesday, February 01, 2011 10:13 AM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Gerald Adachi
715 South King St Suite 425
Honolulu, HI 96813-3021

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

Gerald Adachi, DMD
521-4421

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [69qeqvp0]

CPCtestimony

From: wshleong@aol.com
Sent: Tuesday, February 01, 2011 10:13 AM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Wayne S H Leong DDS
82 Puuhonu Place Ste 201
Hilo, HI 96720-2010

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

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Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

Wayne S H Leong, DDS
808 935-3552

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [90hzick0]

CPCtestimony

From: janicelee@yahoo.com
Sent: Tuesday, February 01, 2011 10:18 AM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Janice Lee
1519 Nuuanu Avenue, #117
Honolulu, HI 96817-3757

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

Janice Lee
8084888119

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [ouowUZT4]

CPCtestimony

From: cushaloha@msn.com
Sent: Tuesday, February 01, 2011 11:53 AM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Robert Cushnie
46-030 Kamehameha Highway
Kaneohe, HI 96744-3714

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform Information Practices Act

Honorable Chair Robert N. Herkes, Vice Chair Ryan I. Yamane and members of the House Committee on Consumer Protection and Commerce

I am a practicing dentist in Hawaii. As a member of the Hawaii Dental Association I appreciate the opportunity to testify in support of HB 1141 Relating to the Uniform Information Practices Act. The bill before you today would seek to provide basic due process for those who have complaints filed against them with state and county agencies.

This bill will provide that no unsubstantiated and uninvestigated complaints are made public without the notification the target of a complaint with a state or county agency. This fundamental due process provides safeguards to small businesses from frivolous and unsubstantiated complaints which can tarnish a professional's reputation without justification.

Small businesses in Hawaii already have a difficult time surviving in a high cost and heavily regulated economic environment. Dealing with frivolous complaints that impugnstain the reputation unnecessarily and without justification is just another example of the difficult business environment that exist in Hawaii. Only in Hawaii are such uninvestigated complaints allowed to sully any business without any kind of due process.

I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

CPCtestimony

From: mokuluanui@yahoo.com
Sent: Tuesday, February 01, 2011 11:53 AM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Kevin Ching
1441 Kapiolani Blvd. Suite 408
Honolulu, HI 96814-4400

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

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Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

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With aloha,

CPCtestimony

From: mauismile@hawaii.rr.com
Sent: Tuesday, February 01, 2011 11:58 AM
To: CPCtestimony
Subject: Please help your Hawaii Dental Associaton Legislative Program

James Merrett
140 Hoohana St. #301
Kahului, HI 96732-2467

February 1, 2011

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State House of Representatives
Committee on Consumer Protection
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With aloha,

CPCtestimony

From: calbertmblum@juno.com
Sent: Tuesday, February 01, 2011 11:58 AM
To: CPCtestimony
Subject: Please help your Hawaii Dental Associaton Legislative Program

Calbert M B Lum DDS
1109 Young St, ste 106
Honolulu, HI 96814-1991

February 1, 2011

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Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

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I always thought the AMERICAN way was that you are innocent until proven guilty. The way it stands now is the reverse. You are guilty until proven innocent. That's what they do in other countries but please not in the US.

CPCtestimony

From: icut@hawaii.rr.com
Sent: Tuesday, February 01, 2011 12:03 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Associaton Legislative Program

Joan Greco
66-1454 Ko Uka Place
Kamuela, HI 96743-8310

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

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Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

CPCtestimony

From: drs2thdk@aol.com
Sent: Tuesday, February 01, 2011 12:03 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Bruce J. Keller DDS
45-950 Kamehameha Hwy
Kaneohe, HI 96744-3260

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

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Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

CPCtestimony

From: wchongjrdds@aol.com
Sent: Tuesday, February 01, 2011 12:08 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Wallace Chong, Jr.
74 Ponahawai Street
Hilo, HI 96720-3026

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

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Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

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With aloha,

CPCtestimony

From: brunorwest@hotmail.com
Sent: Tuesday, February 01, 2011 12:08 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Bruno West
1717 Mott-Smith Drive #2710
Honolulu, HI 96822-2850

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

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Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
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With aloha,

CPCtestimony

From: cknaka@aol.com
Sent: Tuesday, February 01, 2011 12:23 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Chester Naka
1060 Young Street, Suite 225
Honolulu, HI 96814-1609

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

CPCtestimony

From: tenjomamsd@cs.com
Sent: Tuesday, February 01, 2011 12:18 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Lyle T.
1441 Kapiolani Blvd., #1120
Honolulu, HI 96814-4406

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

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State House of Representatives
Committee on Consumer Protection
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CPCtestimony

From: mwmkim@yahoo.com
Sent: Tuesday, February 01, 2011 12:18 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Mary Kim
1441 Kapiolani Blvd.,
Honolulu, HI 96814-4402

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

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Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

CPCtestimony

From: robkelly76@yahoo.com
Sent: Tuesday, February 01, 2011 12:38 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Robert Kelly
45 Mano Drive
Kula, HI 96790-8525

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

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CPCtestimony

From: marcus_hannah@hotmail.com
Sent: Tuesday, February 01, 2011 1:08 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Marcus Hannah
970 N. Kalaheo Ave. A305
Kailua, HI 96734-1870

February 1, 2011

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State House of Representatives
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With aloha,

CPCtestimony

From: furuyafamily@yahoo.com
Sent: Tuesday, February 01, 2011 12:48 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Neil Furuya
615 Piikoi Street PH2
Honolulu, HI 96814-3138

February 1, 2011

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State House of Representatives
Committee on Consumer Protection
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CPCtestimony

From: jyydds@aol.com
Sent: Tuesday, February 01, 2011 1:13 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Jon Y. Yoshimura D.D.S.
1441 Kapiolani Blvd., Suite 1510
honolulu, HI 96814-4407

February 1, 2011

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Hawaii State Legislature
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CPCtestimony

From: kdrkeithk@aol.com
Sent: Tuesday, February 01, 2011 1:43 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Associaton Legislative Program

Keith K. Kuroiwa DDS
615 Piikoi Street PH-3
Honolulu, HI 96814-3138

February 1, 2011

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

CPCtestimony

From: cwada@hawaii.rr.com
Sent: Tuesday, February 01, 2011 1:48 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Candace Wada
3314 Kamaaina Drive
Honolulu, HI 96817-1030

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
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With aloha,

CPCtestimony

From: nakamuram011@hawaii.rr.com
Sent: Tuesday, February 01, 2011 1:48 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Marc Nakamura
2233 Halakau St.
Honolulu, HI 96821-2633

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

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Hawaii State Legislature
State House of Representatives
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With aloha,

CPCtestimony

From: weschoy@hawaiiantel.net
Sent: Tuesday, February 01, 2011 1:53 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

WESLEY CHOY
1744 Liliha St. Suite 101
Honolulu, HI 96817-3115

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform Information Practices Act

Honorable Chair Robert N. Herkes, Vice Chair Ryan I. Yamane and members of the House Committee on Consumer Protection and Commerce

I am a practicing dentist in Hawaii. As a member of the Hawaii Dental Association I appreciate the opportunity to testify in support of HB 1141 Relating to the Uniform Information Practices Act. The bill before you today would seek to provide basic due process for those who have complaints filed against them with state and county agencies.

This bill will provide that no unsubstantiated and uninvestigated complaints are made public without the notification the target of a complaint with a state or county agency. This fundamental due process provides safeguards to small businesses from frivolous and unsubstantiated complaints which can tarnish a professional's reputation without justification.

Small businesses in Hawaii already have a difficult time surviving in a high cost and heavily regulated economic environment. Dealing with frivolous complaints that impugnstain the reputation unnecessarily and without justification is just another example of the difficult business environment that exist in Hawaii. Only in Hawaii are such uninvestigated complaints allowed to sully any business without any kind of due process.

I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

CPCtestimony

From: surfahart@gmail.com
Sent: Tuesday, February 01, 2011 1:58 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Arthur Kamisugi
1060 Young Street
Honolulu, HI 96814-1609

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

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Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

CPCtestimony

From: toothdoctorhawaii@yahoo.com
Sent: Tuesday, February 01, 2011 2:03 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

William Hu
377 Keahole St. #211
Honolulu, HI 96825-3405

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform Information Practices Act

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

CPCtestimony

From: ishihara4@hawaiiantel.net
Sent: Tuesday, February 01, 2011 2:03 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Kerry Ishihara DDS
810 Kilani Ave
Wahiawa, HI 96786-2044

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform Information Practices Act

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

Testimony to the House Committee on Consumer Protection and Commerce
On House Bill 1141
Relating to the Uniform Information Practices Act
By
Neil C. Nunokawa, D.D.S.
President-elect, Hawaii Dental Association

Rep. Robert N. Herkes, Chair
Rep. Ryan I. Yamane, Vice Chair
Rep. Tom Brower
Rep. Mele Carroll
Rep. Ken Ito
Rep. Gilbert S.C. Keith-Agaran
Rep. Sylvia Luke
Rep. Angus L.K. McKelvey

Rep. Hermina Morita
Rep. Blake K. Oshiro
Rep. Joseph M. Souki
Rep. Clift Tsuji
Rep. Corinne W.L. Ching
Rep. Barbara C. Marumoto
Rep. Cynthia Thielen

Representative Herkes and Members of the Committee on Consumer Protection and Commerce:

As a practicing dentist from Maui for over thirty years, I wish to testify in support of House Bill 1141. The present process posts complaints with no substantiation or investigation as to validity. This bill seeks a minimum of due process so that malicious or unsubstantiated claims are first evaluated before being posted on an official website. I wish to point out that I have no opposition to valid complaints as such a posting would serve the protection of the consumer.

I have been informed that this bill is modeled after similar legislation in California with the appropriate vetting of possible problems.

Thank you for allowing my testimony in support of House Bill 1141.

Sincerely,


Neil C. Nunokawa, D.D.S.

CPCtestimony

From: mpadora01@hawaii.rr.com
Sent: Tuesday, February 01, 2011 2:13 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Maria P. Adora
1210 Dillingham Blvd. Suite 12
Honolulu, HI 96817

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ .

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform Information Practices Act

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

CPCtestimony

From: choyddsm001@hawaii.rr.com
Sent: Tuesday, February 01, 2011 2:43 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Associaton Legislative Program

Melvin M.H. Choy, DDS
50 S. Beretania, Suite C-201
Honolulu, HI 96813-2222

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform Information Practices Act

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair
Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325
House Bill 1141 Relating to the Uniform Information Practices Act

Honorable Chair Robert N. Herkes, Vice Chair Ryan I. Yamane and
members of the House Committee on Consumer Protection and Commerce

My name is Dr. Glenn Okihiro, DDS and I am a licensed and practicing dentist in (town, island) in Hawaii. I am a member of the Hawaii Dental Association and one of its 960 member dentists. I appreciate the opportunity to testify in ~~support~~ of HB 1141 Relating to the Uniform Information Practices Act. The bill before you today would seek to provide basic due process for those who have complaints filed against them with state and county agencies.

This bill will provide that no unsubstantiated and uninvestigated complaints are made public without the notification the target of a complaint with a state or county agency. This fundamental due process provides safeguards to small businesses such as myself, from frivolous and unsubstantiated complaints which can tarnish a professional's reputation without justification.

Only in Hawaii are such uninvestigated complaints allowed to sully any business without any kind of due process. Posting legitimate complaints would make the DCCA website a truly useful tool for consumers vs a large listing of half-truths, complete falsehoods, and possible useful information without any differentiation between the listings.

Therefore, I urge the chairman and the committee members to support passage of HB 1141.

Sincerely,

Glenn Okihiro

455-4173
850 Kamehameha Hwy. #116
Pearl City, Hi 96782

CPCtestimony

From: changjdds@aol.com
Sent: Tuesday, February 01, 2011 3:33 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Jo Ann Chang
1150 South King St. Ste. 505
Honolulu, HI 96814-1952

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform
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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

Jo Ann A. Chang DDS

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [75ecgcr5]

CPCtestimony

From: fdginc@hawaii.rr.com
Sent: Tuesday, February 01, 2011 3:53 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Lawrence Fujioka DDS
1441 Kapiolani Blvd.
Honolulu, HI 96814-4402

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform Information Practices Act

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

Lawrence Fujioka, DDS

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [p1155VYE]

CPCtestimony

From: sugiyamac003@hawaii.rr.com
Sent: Tuesday, February 01, 2011 4:33 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Charles Sugiyama
31 E. Lanikaula St. Suite C
Hilo, HI 96720-4362

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

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Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

Charles Sugiyama
808-934-8800

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [bdhowBU3]

CPCtestimony

From: big_isle_smile_inc@yahoo.com
Sent: Tuesday, February 01, 2011 5:58 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Guy Rapoza
100 Pauahi St. # 210
Hilo, HI 96720-3046

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

Guy R Rapoza dds
808-935-5414

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [k8730QYG]

CPCtestimony

From: jmshdp@yahoo.com
Sent: Tuesday, February 01, 2011 5:53 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

James Sagawa
3127 Huelani Dr.
Honolulu, HI 96822-1290

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

James M. sagawa, DMD
232-3317

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [LMT49Xq0]

CPCtestimony

From: gthayashids@hawaiiantel.net
Sent: Wednesday, February 02, 2011 6:33 AM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Garrett T. Hayashi D.D.S.
1003 Bishop Street, Pauahi Tower Suite 393 Honolulu, HI 96813

February 2, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform Information Practices Act

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

CPCtestimony

From: dtdds@aol.com
Sent: Wednesday, February 02, 2011 6:03 AM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Duane Tamashiro
1010 S. King Street, Suite 204
Honolulu, HI 96814-1703

February 2, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform Information Practices Act

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

CPCtestimony

From: nunos@aloha.net
Sent: Wednesday, February 02, 2011 4:38 AM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Neil Nunokawa
1885 Main Street
Wailuku, HI 96793-1819

February 2, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform Information Practices Act

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

CPCtestimony

From: valderueda@aol.com
Sent: Tuesday, February 01, 2011 10:48 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Lisa Valderueda
94-229 Waipahu Depot Rd., #500
Waipahu, HI 96797-3035

February 2, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform Information Practices Act

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

CPCtestimony

From: msumikawa@yahoo.com
Sent: Tuesday, February 01, 2011 10:48 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Associaton Legislative Program

Mark Sumikawa
1221 Kapiolani Blvd. #1048
Honolulu, HI 96814-3517

February 2, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform Information Practices Act

Honorable Chair Robert N. Herkes, Vice Chair Ryan I. Yamane and members of the House Committee on Consumer Protection and Commerce

I am a practicing dentist in Hawaii. As a member of the Hawaii Dental Association I appreciate the opportunity to testify in support of HB 1141 Relating to the Uniform Information Practices Act. The bill before you today would seek to provide basic due process for those who have complaints filed against them with state and county agencies.

This bill will provide that no unsubstantiated and uninvestigated complaints are made public without the notification the target of a complaint with a state or county agency. This fundamental due process provides safeguards to small businesses from frivolous and unsubstantiated complaints which can tarnish a professional's reputation without justification.

Small businesses in Hawaii already have a difficult time surviving in a high cost and heavily regulated economic environment. Dealing with frivolous complaints that impugnstain the reputation unnecessarily and without justification is just another example of the difficult business environment that exist in Hawaii. Only in Hawaii are such uninvestigated complaints allowed to sully any business without any kind of due process.

I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

CPCtestimony

From: drd@mauismileworks.com
Sent: Tuesday, February 01, 2011 10:18 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

J. Mickey Damerell
1129 Lower Main Street, Suite 107
Wailuku, HI 96793-2054

February 2, 2011

House of Representatives Consumer Protection and Commerce Committee

Dear House of Representatives Consumer Protection and Commerce Committee:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

Wednesday, January 2, 2011, 2:05 p.m. Room 325 House Bill 1141 Relating to the Uniform Information Practices Act

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I would urge the chairman and the committee members to support the passage of HB 1141.

I also see potential for lawsuits directly against any legislator or official who by this method inflicts financial loss on an innocent victim in the form of punitive and actual damages.

With aloha,

J. Mickey Damerell DDS, MS
8082441499

This message has been verified by CapwizXC as authentic and sent by this individual.
Authentication ID: [s5761GEM]

CPCtestimony

From: myamadadds@yahoo.com
Sent: Tuesday, February 01, 2011 10:18 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Associaton Legislative Program

Melvin Yamada
3148 Manoa Road
Honolulu, HI 96822-1227

February 2, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

CPCtestimony

From: matsuuraw@hotmail.com
Sent: Tuesday, February 01, 2011 9:53 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

wayne matsuura
95-674 holani st
mililani, HI 96789-2932

February 2, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

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Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

CPCtestimony

From: cmasondds@aol.com
Sent: Tuesday, February 01, 2011 9:13 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Craig Mason
277 AikahiPlace
Kailua, HI 96734-1648

February 2, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

CPCtestimony

From: yeedaman@hawaii.rr.com
Sent: Tuesday, February 01, 2011 8:58 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Randall Yee
1063 Lower Main St., Suite C-224
Wailuku, HI 96793-2096

February 2, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

CPCtestimony

From: kknzw@aol.com
Sent: Tuesday, February 01, 2011 8:48 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Peter Kanazawa
1010 King Street
Honolulu, HI 96814-1701

February 2, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

CPCtestimony

From: Itmbobo@aol.com
Sent: Tuesday, February 01, 2011 8:33 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Michael Wong
1010 S. King St., #404
Honolulu, HI 96814-1705

February 2, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

CPCtestimony

From: peterfay@hawaii.rr.com
Sent: Tuesday, February 01, 2011 7:43 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Peter Fay
312 Piliwale Rd.
Kula, HI 96790-8878

February 2, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

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With aloha,

CPCtestimony

From: pchayashi@hawaii.rr.com
Sent: Tuesday, February 01, 2011 7:13 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Patrick Hayashi
1144 12th Ave
Honolulu, HI 96816-3712

February 2, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

Representative Robert N. Herkes, Chair
Representative Ryan I. Yamane, Vice Chair Committee on Consumer Protection and Commerce

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I would urge the chairman and the committee members to support the passage of HB 1141.

With aloha,

CPCtestimony

From: rtamaru@hawaiiantel.net
Sent: Tuesday, February 01, 2011 6:53 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

Richard H.
615 Piikoi St., Ste. 804
HONOLULU, HI 96814-3140

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

Dear House of Representatives Consumer Protection and Commerce Committ:

Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

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With aloha,

CPCtestimony

From: ericsonng@hotmail.com
Sent: Tuesday, February 01, 2011 6:08 PM
To: CPCtestimony
Subject: Please help your Hawaii Dental Association Legislative Program

ericson ng
750 20th ave
honolulu, HI 96816-4527

February 1, 2011

House of Representatives Consumer Protection and Commerce Committ

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Hawaii State Legislature
State House of Representatives
Committee on Consumer Protection
and Commerce

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