



OFFICE OF ADMINISTRATIVE TRIALS AND HEARINGS Help Center

NYC Department of Consumer and Worker Protection (“DCWP”) Settlements

Find Out Your Settlement Options Before Your Hearing

If you are interested in entering into a settlement with DCWP instead of going to a hearing, DCWP requests that you reach out to them to ask about a potential settlement option. To do this, you must either email or text LegalSettlements@dcwp.nyc.gov and include your Summons Number and your business’s name.

- **This must be done before the date of your hearing, but no more than 30 days before the date of your hearing.**
- **Be aware that you cannot agree to a settlement with DCWP on the day of your hearing.**
- **Also, once a hearing on your summons begins, a settlement is no longer possible.**
- Therefore, you may choose to reschedule your hearing to a future date, if eligible, to determine if a settlement is available and whether you would like to accept it (you may reschedule your hearing one time without going to a hearing).

Email Or Text — Do Not Go To DCWP’s Offices

DCWP requests that people DO NOT appear at their offices to find out if a settlement is available. Exceptions may be made for people with disabilities, language issues, or sidewalk café owners. Once you have emailed/texted DCWP, they will review your summons and let you know by email/text whether you qualify for a settlement. If you qualify for a settlement, you will receive a “Settlement Agreement” (paperwork) via email/text from DCWP.

Agreeing To A Settlement

A settlement is the same as admitting to the violation(s). If you receive a summons for the same violation in the future, that future summons will be considered a second (or third, etc.) offense, with related increased penalties. If you agree to the settlement, you must pay the settlement/penalty amount **at least one business day prior to your scheduled hearing date. DCWP will not accept late settlement payments.**

Paying The Settlement

The Offer of Settlement will include detailed instructions regarding payment. The payment methods are as follows:

- Mail a Check or Money Order to: “DCWP, Attn: Collections, 42 Broadway, 5th Floor, New York, NY 10004.”
 - Please write your summons number (found on the top right corner of your summons) on your check or money order.
- Pay Online via debit card, credit card or electronic check. Convenience fees are applied to online payments. To make an online payment, you must go to nyc.gov/dcwp and click “[Pay Fines and Fees](#)” in the For Businesses module for the directions to pay online by credit card. Accepted cards include Visa, MasterCard, American Express, and Discover Card. Credit card payments are subject to a convenience fee.

- In person: By appointment only. To schedule an appointment, email Collections@dcwp.nyc.gov or call (212) 436-0259 (Monday-Friday, 9 a.m. – 4 p.m.) You can pay by credit card, money order, check only. Credit card payments are subject to a convenience fee.

For Further Assistance Please Contact The OATH Help Center In Person At Any OATH Location, Via Telephone At (212) 436-0845, Or Via Email At Manhelpcenter@oath.nyc.gov, Monday To Friday, From 8 AM - 5 PM.

Bronx 260 E.161st Street, 6th FL Bronx, NY 10451	Brooklyn 9 Bond Street, 7th FL Brooklyn, NY 11201	Manhattan 66 John Street, 10th FL New York, NY 10038	Queens 31-00 47th Avenue, 3rd FL Long Island City, NY 11101	Staten Island 350 St. Marks Place, Main FL Staten Island, NY 10301
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