



Home Improvement Contractor (HIC) Program

MA Contractor Hub: Contractor Guide



Registration Step-by-Step
Instructions



Important Things to Know Before You Begin

Types of HIC Applications

- **New HIC Registration:** Apply for a new HIC if you do not have an HIC number or if you are registering a new business.
- **Renewing Your Registration:** Renew your HIC if you already have an HIC number and it is about to expire.
- **Reapplication:** If your HIC expired but you would like to keep using the HIC, select **Renew My Registration** to reactive your expired HIC number.

When Do I Pay My Fees?

- You will pay your HIC registration fees after your application is approved.
- Once payment is received, your HIC registration will become active.
- We only accept debit, credit, and bank account (ACH) payment methods.

Every HIC Requires a Responsible Person

- Every HIC registration must list one **responsible person**. That individual must create the account, log in, submit applications, pay fees, and manage all HIC activity.
- Who qualifies?
 - **Sole proprietors:** The contractor applying is the responsible person.
 - **Corporations, LLCs, LLPs, partnerships, or trusts:** Someone legally authorized to act on behalf of the business, such as an owner, officer, or partner. This person must be listed in required corporate documents.

IMPORTANT: Is This Your First Time Renewing in the MA Contractor Hub?

- For contractors with an existing HIC renewing through the MA Contractor Hub for the first time, your first renewal through the Hub requires creating your account with the same e-mail address linked to your HIC record.
 - Use the [Contractor Search Tool](#) to look up the e-mail using your HIC number. Please review renewal instructions on **page 31** for additional information on properly creating an account to renew.
 - Using a different e-mail address from the one we have for you will delay your renewal approval.

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MA Contractor Hub - Contractor Homepage

You must log in to access the contractor homepage. For instructions on creating an account and logging in, continue reading this guide.

View details about your HIC account, active applications, and current / past registrations.

View current fee or fine balances, and past payments.

Perform arbitration-specific actions and view arbitration submissions.

The screenshot shows the MA Contractor Hub homepage. At the top left is the MA Contractor Hub logo. A green navigation bar contains the following menu items: Home, My Accounts, My Team, My Applications, My Registrations, My Payments, Contractor Resources, and More. Below the navigation bar is a welcome message: "Welcome to the Massachusetts Home Improvement Contractor (HIC) Program's service hub! What would you like to do today?". The main content area features a grid of six tiles, each with an image and a text label: "Apply for New Registration" (image of a circular saw), "Renew My Registration" (image of a woman using a level), "Manage My Account" (image of a man at a laptop), "Generate a Registration Card" (image of two workers on a job site), "Pay My Balance" (image of hands typing on a laptop), and "View Contractor Resources" (image of a man at a desk). Yellow callout lines connect these tiles to descriptive text blocks around the page.

Apply for a new HIC registration.

View and update any details for your HIC account.

Complete payment for registration fees or any fines.

Apply for a new HIC registration.

Renew or re-apply an existing HIC registration.

Generate your HIC registration card, or request a supplemental card.

Access contractor resources on the mass.gov website.



Applying for a *New Home Improvement Contractor (HIC) Registration Number*

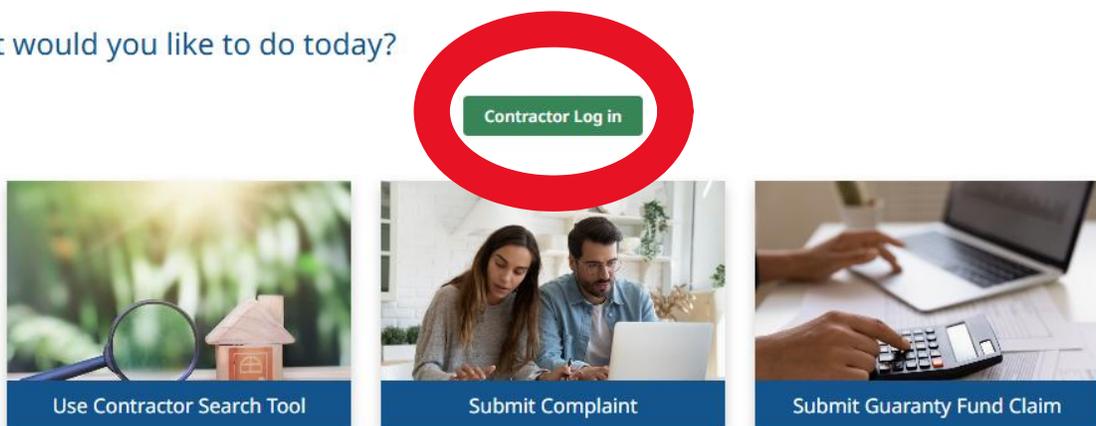
If you have never registered before or are registering a new business, follow these step-by-step instructions on how to apply for a new HIC registration using the MA Contractor Hub (contractorhub.mass.gov).

⚠ Note: Only the contractor named on the HIC registration is permitted to create an account and submit an application.

◇ Step 1: Visit the MA Contractor Hub

1. Open a web browser like Chrome or Firefox.
2. Type in the URL: contractorhub.mass.gov
3. On the homepage, click **Contractor Log in** in the middle of the screen.

What would you like to do today?



◇ **Step 2: Create a MyMassGov account**

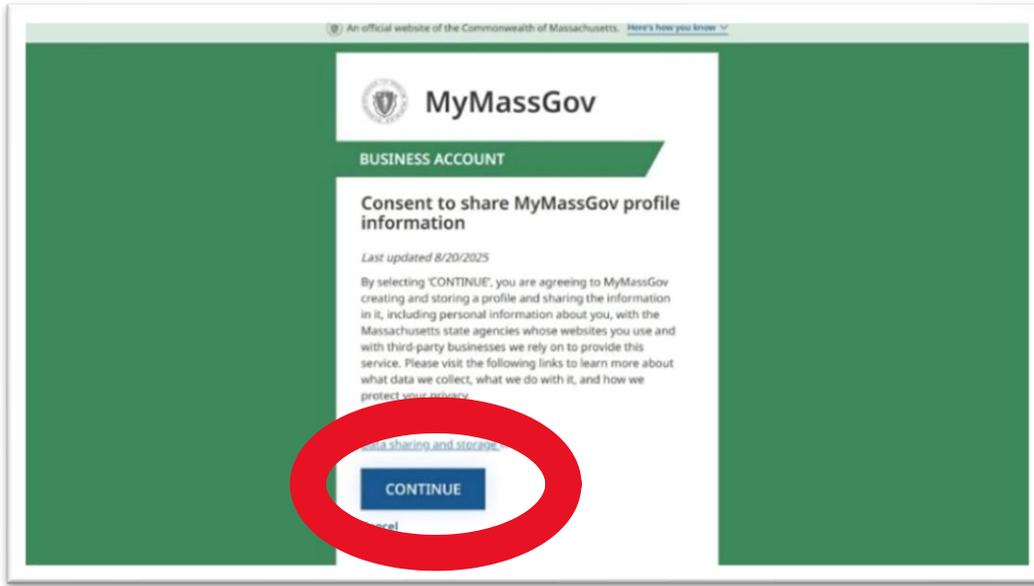
Before starting your HIC application in the MA Contractor Hub, you need a MyMassGov account. If you already created a MyMassGov account, log in and skip to **step 3**.

⚠ **Note:** This is a *one-time setup*. After your MyMassGov account is created, you'll use that same e-mail and password whenever you log in to the MA Contractor Hub.

1. Click the **create an account** button.

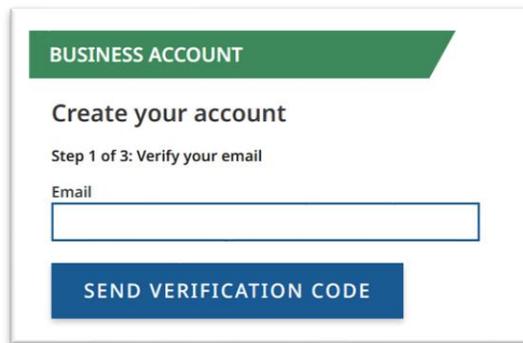


2. Read the consent notice and click **continue**.



3. Enter your e-mail. Click **send verification code**. You will receive an e-mail with a code. Enter this code and click **verify**.

⚠ Note: If you have had an HIC before and are applying for a new HIC number, please enter your e-mail linked to your existing HIC number. Please go to page 29 for instructions on confirming the e-mail address.



4. Add your first name and last name. Click **continue**.

BUSINESS ACCOUNT

Create your account

Step 2 of 3: Add account details

Email

First Name

Last Name

CONTINUE

5. Create your password using the rules listed and click **create an account**. Please make sure to remember your password for future use.

Create your account

Step 3 of 3: Set up your password

Email

New Password

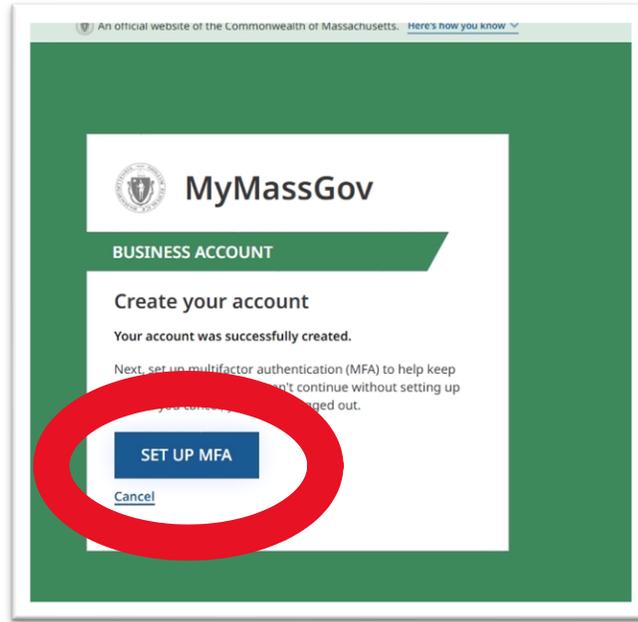
Password Rules

- ✓ Between 8 and 64 characters
- ✓ Must meet at least three of the following requirements:
 - Contains a special character (e.g., @ # \$ % ^ & *)
 - ✓ Contains a number
 - ✓ Contains an uppercase character
 - ✓ Contains a lowercase character

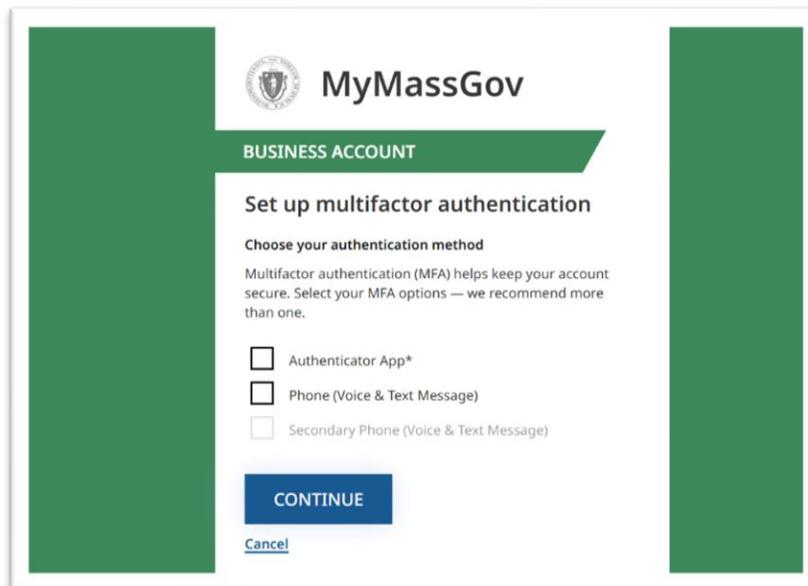
Confirm New Password

CREATE AN ACCOUNT

6. On the next screen, click **Set Up MFA** (multi-factor authentication). Using MFA will help keep your account safe and secure.



7. Choose an authentication method. **Phone (Voice & Text Message)** is a quicker and easier option if you have a cell phone nearby. The Authenticator App option will not work unless you have an app like Microsoft Authenticator or Duo installed on your phone. Click **continue**.



8. Enter your phone number and select **text me**. Click **send verification code**.

Set up multifactor authentication

Link your phone number

Each time you log in, we'll send a one-time code to this number by text message or phone call. Enter the phone number you'd like to use and select how you'd like to receive it.

Country Code
United States(+1)

Phone number
[Redacted]

Text Me
 Call Me

SEND VERIFICATION CODE

[Cancel](#)

9. A verification code will be sent to your cell phone as a text message. Enter the code that was sent to you and click **verify**.

Each time you log in, we'll send a one-time code to this number by text message or phone call. Enter the phone number you'd like to use and select how you'd like to receive it.

Verification code has been sent to the phone number you have provided. Please copy it to the input box below.

Country Code
United States(+1)

Phone number
[Redacted]

Text Me
 Call Me

Enter code
[Redacted]

VERIFY

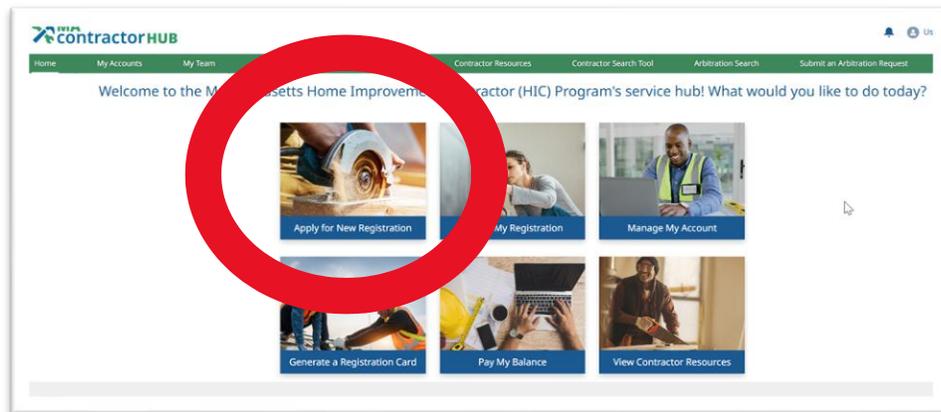
[Get a new code](#)

10. You've finished creating your MyMassGov account and are now logged into the MA Contractor Hub. The web page you see now is the contractor home page within the MA Contractor Hub.

⚠ **Note:** Please save your password. You will use these credentials for future log-ins.

◇ **Step 3: Starting Your New HIC Application**

1. On the contractor landing page, select **Apply for New Registration**. This will open the new HIC application.



◇ **Step 4: Enter Basic Company Information**

1. Complete the required fields marked with a red asterisk (*) to verify your HIC business, including your mailing and physical address.

⚠ **Note:** If you are a **sole proprietor**, select **individual** under **contractor type** and enter your first and last name under **contractor business name**.

Please note that the following information you provide will be considered a public record: name, addresses, phone numbers, and email addresses.

<p>* Contractor Type</p> <input type="text" value="Individual"/>	<p>* Email Address</p> <input type="text" value="alwuhzheer@gmail.com"/>
<p>* Contractor Business Name </p> <input type="text" value="Bob Builder"/>	<p>* Cell Phone Number</p> <input type="text" value="6171111111"/>
<p>* Number of Employees</p> <input type="text" value="--None--"/>	<p>* Business Phone Number</p> <input type="text"/>
<p>* Physical Address</p> <p>* Country</p> <input type="text" value="United States"/>	<p>* Mailing Address</p> <p>* Country</p> <input type="text" value="United States"/>
<p>* Street</p> <input type="text"/>	<p>* Street</p> <input type="text"/>
<p>* City</p> <input type="text"/>	<p>* City</p> <input type="text"/>
<p>* State/Province</p> <input type="text" value="Massachusetts"/>	<p>* State/Province</p> <input type="text" value="Massachusetts"/>
<p>* Zip/Postal Code</p> <input type="text"/>	<p>* Zip/Postal Code</p> <input type="text"/>

This cannot be a PO Box address.

Please provide an address for physical correspondence from our office.

2. After entering and reviewing all required information, click **next**.

◇ Step 5: Enter Employee Information

1. The first name and last name of the contractor responsible for the HIC will be prepopulated with the applicant's information. Please include your social security number and corporate title.

* Responsible Person

Is this person a Partner, Trustee, Officer, Director, or Major Owner?

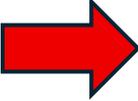
* Social Security Number

2. If you want to provide supplementary ID cards to any employees, select **add** under the responsible person section. Enter the employee's **first name** and **last name** of the supplemental employee and choose **yes** for **supplemental HIC card**.

Supplemental Employee Identification Cards: Additional employees may be issued supplemental identification cards. To add supplemental employees to your HIC registration, click "Add" below and select "Yes" under "Supplemental HIC Card".

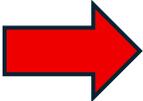
Each supplemental identification card requires a \$10 fee per card.

Supplemental cards are for identification purposes only and do not substitute the HIC card issued to the Responsible Person.



[+ Add](#)

Please ensure all information on this page is accurate. You will have an opportunity to review and edit your application on the final page.



* First Name

Middle Initial

* Last Name

* Supplemental HIC Card ⓘ
--None--

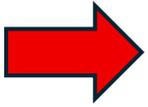
[Remove](#)

3. After reviewing all information to be sure it is correct, click **next**.

⚠ Note: Supplemental cards are ID cards only. They are not substitutes for HIC cards. Each supplemental identification card will be charged a \$10 fee.

◇ Step 6: Enter Additional Business Details

1. If you use a different business name than your legal or corporate name, select **Yes** for **Has D/B/A**. Enter your D/B/A ("doing business as") name and its expiration date. You will be asked to upload your current D/B/A certificate on the next page. If you don't use a D/B/A, select **no**.



* Has D/B/A

Yes

* D/B/A Name

* D/B/A Expiration Date

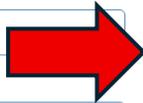
2. If you have a construction supervisor license, or CSL, please select **yes** and provide your CSL number. If you do not have a CSL, select **no**.

✓

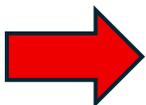
* Does the Applicant or Responsible Individual hold a Massachusetts Construction Supervisor License?

Yes

* Construction Supervisor License Number



3. If you have ever held an HIC before, please select **yes** under **Has the applicant previously been issued an HIC registration?** Please include your existing HIC number in the blank field. If not, select **no**.



* Has the applicant previously been issued an HIC registration?

--None--

4. After reviewing all information, click **next**.

◇ Step 7: Upload documents (Only If Applicable)

1. If you're registering as a corporation, partnership, LLC, LLP, or Trust, you must upload proof that your business is currently registered with the Massachusetts Secretary of the Commonwealth (SEC). The document must include the responsible person and all corporate principals, and the address must match the business address provided in your application. A recent corporate annual report is acceptable.
2. If you indicated on the previous page that you operate under a different business name (D/B/A), you need to upload an active D/B/A certificate that you filed with your local city or town.
3. If you uploaded your required documents, click **Save and Review**.

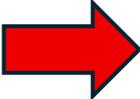
If You're a Corporation, LLC, LLP, Incorporation, or Trust:

- You must submit a document that shows the names and addresses of your key personnel—this includes officers, directors, and major shareholders. Acceptable documents include:
 - Your articles of incorporation; or
 - Your most recent annual report filed with the Secretary of the Commonwealth; or
 - Your foreign corporation registration (if applicable).

If You're a Partnership:

- You must provide a copy of your current partnership agreement that includes the names and addresses of all partners; and
- Your most recent annual report filed with the Secretary of the Commonwealth.

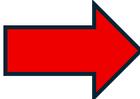
Current Filing with the MA Secretary of Commonwealth Corporations Division



Or drop files

Contractors who do business under a fictitious name are required to provide a DBA Certificate from their city or town.

DBA Certificate



Or drop files

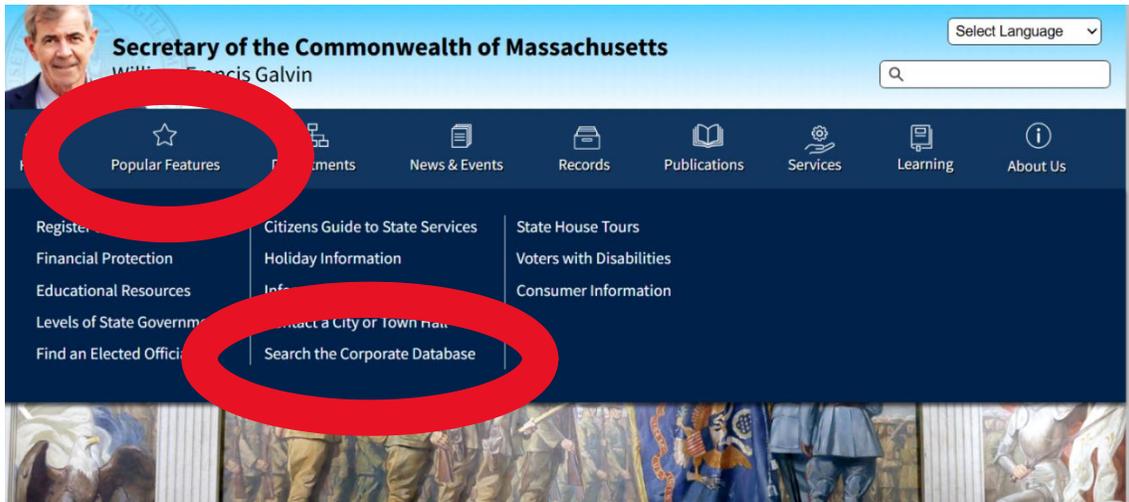
Please upload your required documentation. Failure to upload your required documents will lead to delays in approving your application.

Click 'Save and Review' to review your Registration Application before submitting.

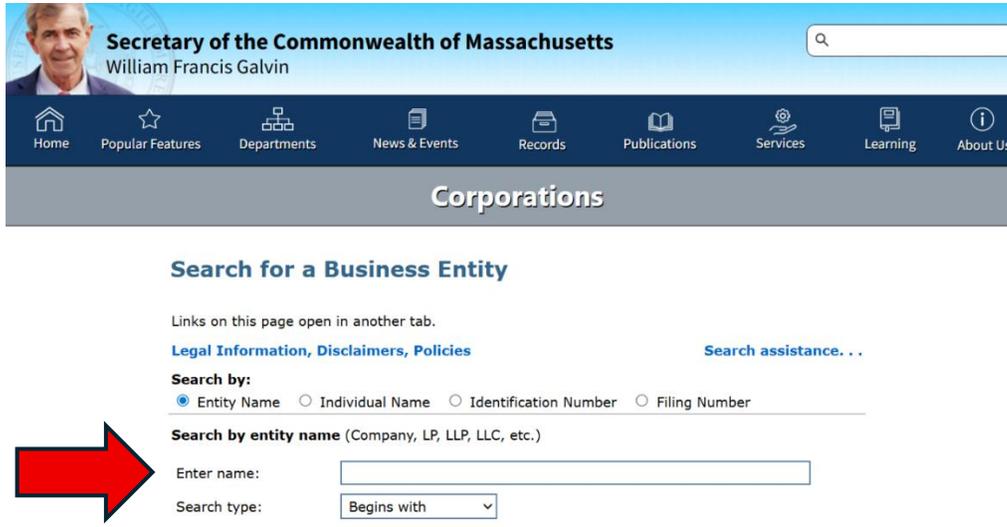


Save and Review

⚠ **Note:** To obtain a copy of your corporate documents, open a new tab and visit sec.state.ma.us. Under the **popular features** tab, click **search the corporate database**.



⚠ **Note:** Search for your company (entity).



⚠ **Note:** On your business entity page, scroll down to **view filings for this business entity** and click **view filings**.

Secretary of the Commonwealth of Massachusetts
William Francis Galvin

Home Popular Features Departments News & Events Records Publications Services Learning About Us

Corporations

Business Entity Results

Number of records: 1

Print results

Entity Name	ID Number	Old ID Number	Address
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

New Search

View filings for this business entity:

- ALL FILINGS
- Annual Report
- Application For Revival
- Articles of Amendment
- Articles of Charter Surrender

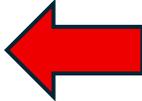
View filings

⚠ Note: Under the **view PDF** column, click the link for the PDF you want to download and save to your computer and take a screenshot of the document.

Business Entity Filings

Name: [REDACTED]

Order certified copies	Name of filing	Year filed	Date filed	Filing No.	View PDF
<input type="checkbox"/> check all	Annual Report	2024	[REDACTED]	[REDACTED]	1.pdf,
<input type="checkbox"/>	Annual Report	2023	[REDACTED]	[REDACTED]	1.pdf,
<input type="checkbox"/>	Annual Report	2022	[REDACTED]	[REDACTED]	1.pdf,
<input type="checkbox"/>	Articles of Organization		[REDACTED]	[REDACTED]	1.pdf,



Note:
Annual Reports and No Fee changes have a retention period of ten years; therefore these documents are no longer available prior to December 31, 2002.

- Go back to your application and upload the copy of your document using the **upload files** button. After your documents are uploaded, click **Save and Review**.

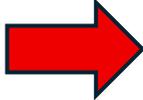
Corporations, Partnerships, LLCs, LLPs, and Trusts are required to submit the documentation that was filed with the MA Secretary of State.

Current Filing with the MA Secretary of Commonwealth Corporations Division

Or drop files

If you do not provide the required documents, the time it takes to process your application will be significantly delayed. Please upload the smallest file size when possible.

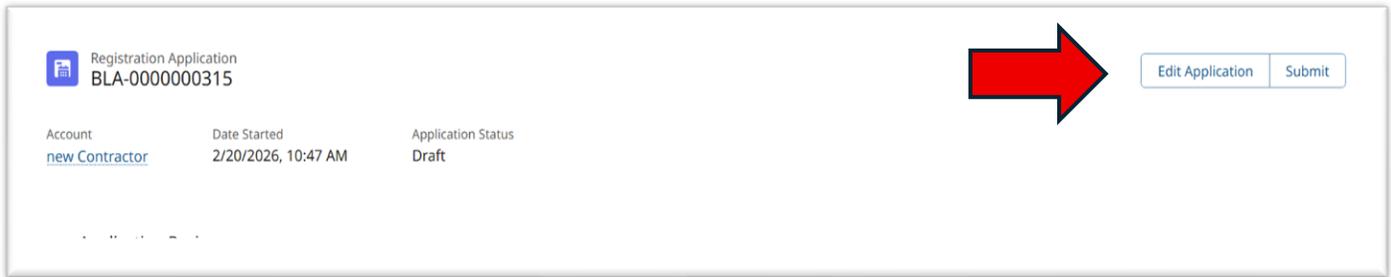
Click 'Save and Review' to review your Registration Application before submitting.



Step 8: Review and Submit

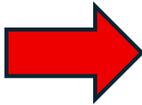
- If you need to make any further edits, click **Edit Application**. *Once your application is submitted, you cannot edit your application unless the HIC Registration Team asks for revisions. It is important to review and make edits now if needed.*

If you are ready to complete your registration application, click **Submit**.

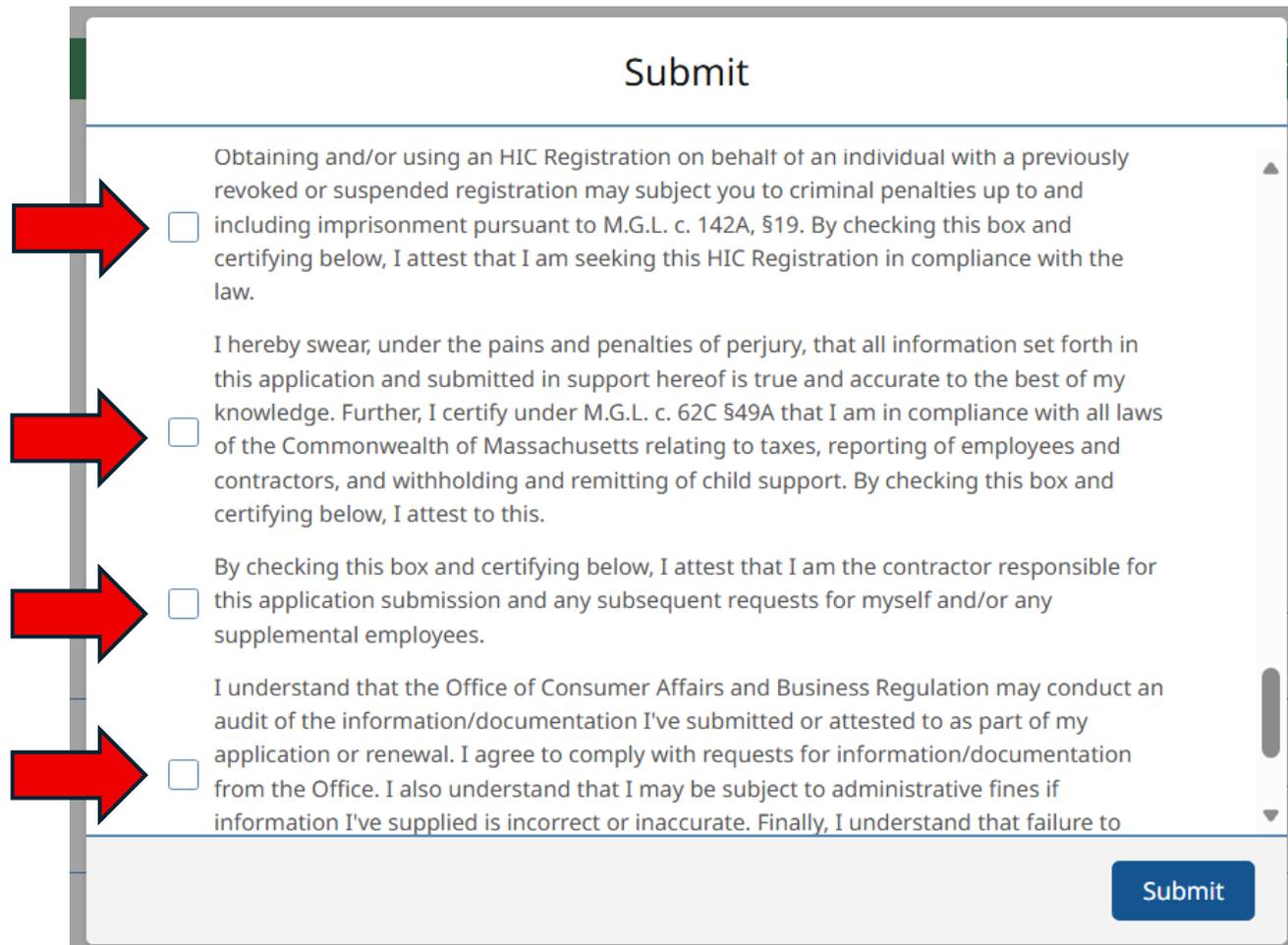


Registration Application
BLA-0000000315

Account: [new Contractor](#) Date Started: 2/20/2026, 10:47 AM Application Status: Draft

 [Edit Application](#) [Submit](#)

2. After clicking submit, please scroll down to check off any document upload check boxes and attestation boxes. Please read and review all attestations carefully. Scroll all the way to the bottom to sign and date the application, then click **Submit** again.



Submit

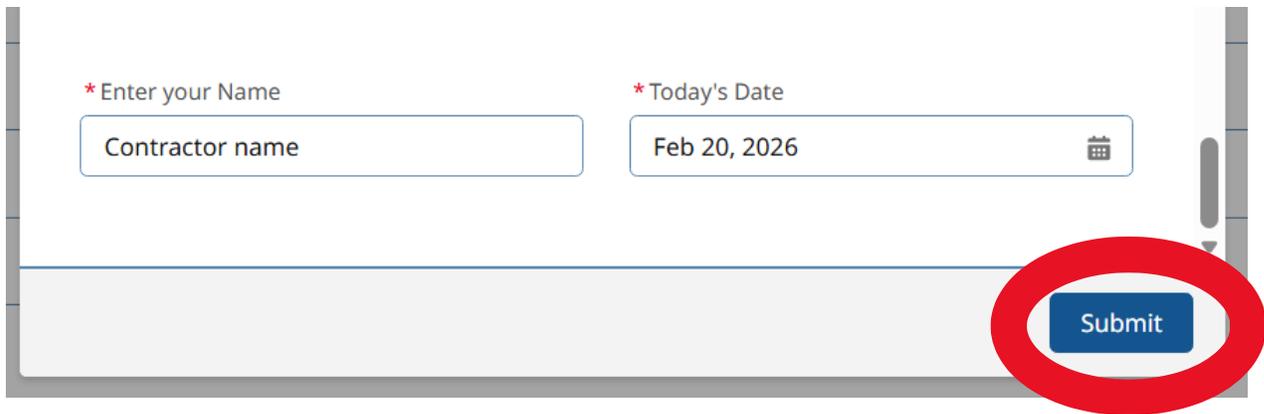
Obtaining and/or using an HIC Registration on behalf of an individual with a previously revoked or suspended registration may subject you to criminal penalties up to and including imprisonment pursuant to M.G.L. c. 142A, §19. By checking this box and certifying below, I attest that I am seeking this HIC Registration in compliance with the law.

I hereby swear, under the pains and penalties of perjury, that all information set forth in this application and submitted in support hereof is true and accurate to the best of my knowledge. Further, I certify under M.G.L. c. 62C §49A that I am in compliance with all laws of the Commonwealth of Massachusetts relating to taxes, reporting of employees and contractors, and withholding and remitting of child support. By checking this box and certifying below, I attest to this.

By checking this box and certifying below, I attest that I am the contractor responsible for this application submission and any subsequent requests for myself and/or any supplemental employees.

I understand that the Office of Consumer Affairs and Business Regulation may conduct an audit of the information/documentation I've submitted or attested to as part of my application or renewal. I agree to comply with requests for information/documentation from the Office. I also understand that I may be subject to administrative fines if information I've supplied is incorrect or inaccurate. Finally, I understand that failure to

[Submit](#)

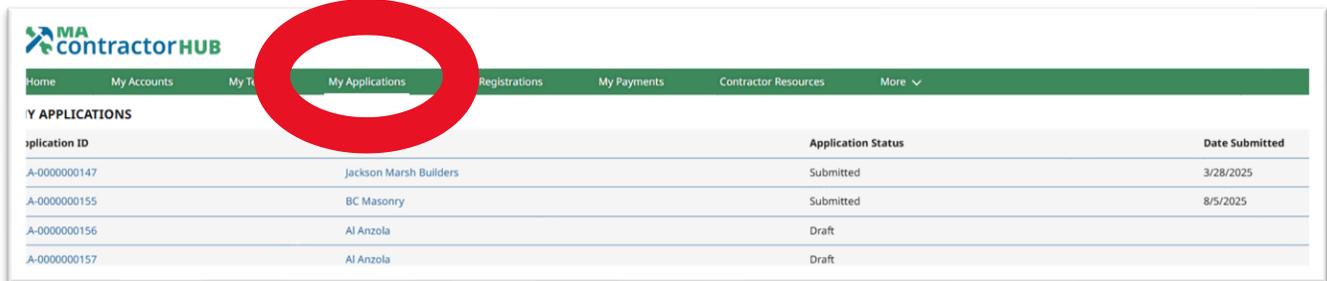


The screenshot shows a registration form with two input fields: "* Enter your Name" containing "Contractor name" and "* Today's Date" containing "Feb 20, 2026". A blue "Submit" button is circled in red at the bottom right of the form.

3. This completes your application. Check your e-mail inbox (or spam folder) for a confirmation e-mail with your **application ID**. The HIC Registration team will receive your application and review for requirements. You will need to pay registration fees once your registration is approved.



4. You can check the status of your application at any time. Log into the MA Contractor Hub and click the **My Applications** tab on the contractor landing page. Then click the **Application ID**.



Application ID	Application Status	Date Submitted
A-0000000147	Jackson Marsh Builders Submitted	3/28/2025
A-0000000155	BC Masonry Submitted	8/5/2025
A-0000000156	Al Anzola Draft	
A-0000000157	Al Anzola Draft	

 **Note:** Please allow approximately 1 week for application review.

Complete applications are processed more quickly. Missing information or documents will cause delays. **If you have submitted an application, do not submit an additional application.** This will also lead to delays.

◇ Step 9: Revisions (If Needed)

1. If something is missing from your application, such as a missing document, you will receive an email with **Action Needed** in the subject line. Click the link in the e-mail to update your application.

Dear [REDACTED],

We are unable to approve your registration application until revisions are made. To make the necessary revisions, please log in to your registration application.

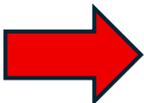
Revisions required:

For an LLC: in the Personnel tab, the responsible person must be listed as a manager or as the resident agent on the Secretary of the Commonwealth Corporation Documents. Please contact the Secretary of the Commonwealths Corporations Division by phone at 617-727-9640 or by email at corpinfo@sec.state.ma.us to resolve this matter.

The EIN entered under the Account Information and the Social Security Number listed under the contact information are the exact same number. Please either attach the documentation containing the EIN such as the letter from the IRS assigning the EIN or an Official Tax Return to your application. If you cannot do so, you can email the EIN documentation to hicregistration@mass.gov. Please attach a copy of your Social Security Card to the application as well. An EIN is required to register with the MA HIC Registration Program. If you do not have one, you must obtain one before resubmitting the application.

If you use an ITIN please include documentation containing the ITIN with your application.

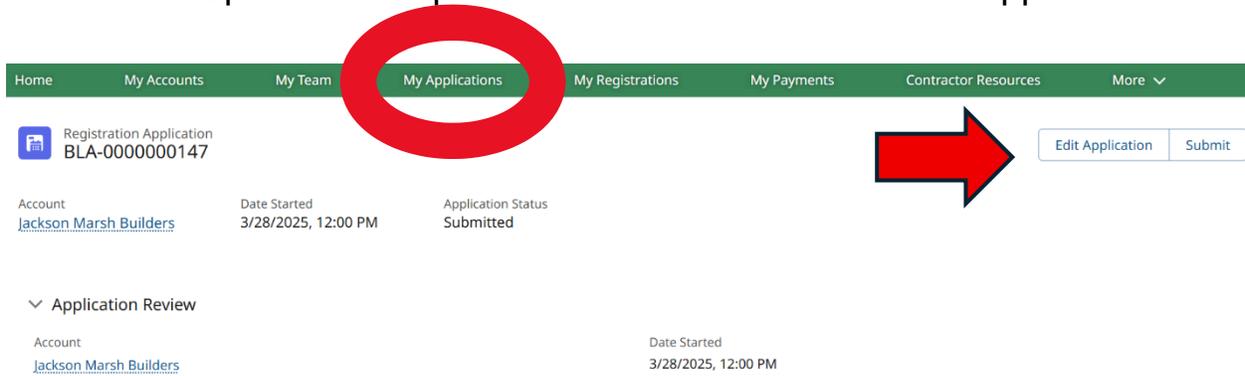
[Click here to view your Application](#)



2. You can also:

- Log in to your MA Contractor Hub account

- Go to **My Applications**
- Select the application that needs revisions
- Click **edit application** button
- If you are missing documents, click **next** until you get to the screen to upload documents
- Upload the required documents and submit the application.

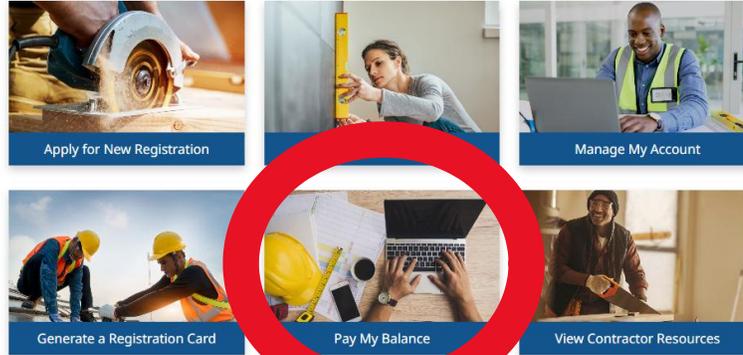


◇ Step 10: Pay Your Fees

1. Once your application is approved, you'll receive an e-mail asking you to pay your registration fee. Your registration will not be active until your fees are paid. Please submit payment within 5 business days of approval.

- To pay, click the payment link in the approval e-mail or log in and click **pay my balance**.

its Home Improvement Contractor (HIC) Program's service hub! What would you like to do today?

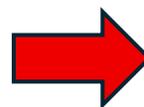


Business Regulation | Home Improvement Contractor Program
Phone: 617-875-9787 or 800-767-5787 (toll free)

[Enterprise Information](#)

- Select the account with the fee owed and click **Proceed to Payment**.

<input checked="" type="radio"/>	HM 123 Testing Check 2 5 2026 for Fee	787671	Limited Liability Company (LLC)
<input type="radio"/>	HM Remodel NEW Again	876572	Limited Liability Company (LLC)



Proceed to Payment

- Select the fee you are paying and click **Proceed to Payment**

▼ Select Payments

Outstanding Fees

1 of 1 item • 1 item selected			
<input checked="" type="checkbox"/>	Payment ▼	Payment Reason ▼	Amount Remai... ▼
<input checked="" type="checkbox"/>	BLA-0000000151 - Registration Payment	Registration	\$100.00



5. Review your fees and fee amount. If it looks correct, click **Proceed to Payment**.

Review Your Selections

We will update the status of this payment once it is received.

* Selected Payment Name
BLA-0000000151 - Registration Payment

Payment Reason
Registration

* Amount to Pay
\$100.00

[Remove](#)

[Previous](#) [Proceed to Payment](#)

6. On the final review page, click **Pay**. In a separate tab, you will be automatically taken to our secure payment site, nCourt.

You can pay any balances you owe on this page. To view any balances you owe in greater detail, you can view them under "My payments."

Review Your Selections

Review your selections below. The following screen will navigate to our payment processing partner in a new tab to complete payment.

Payment	Amount To Pay
0 of 0 items	
No items to display.	
1 of 1 item	
BLA-0004767256 - Registration Payment	\$110.00

Total: \$110.00

Previous Pay

7. If a separate tab to nCourt does not automatically open after a few moments, you can click the link on the pay page to manually take you. Only click the link once.

Manage Payments

You have been navigated to our third party payment processor. After payment is complete, choose the 'Finish' button to complete this flow.

If you were not redirected click [here](#).

Note:

After you make a payment, you will receive an email confirmation. It may take up to 24 hours for a payment to appear in your MA Contractor Hub account. Please don't attempt further payment during the time as you may be charged twice.

Finish

8. Once you are directed to nCourt, review the term agreement and click **I agree**.

Layla R. Demilla, Undersecretary Questions?
Contact: Layla R. Demilla, Undersecretary
Web: [www.mass.gov/contractorhub](#)

1 Federal Street, Suite 0720
Boston, Massachusetts 02110
Phone: (617) 973-5732

There is a 2.59% convenience fee for credit card payments, a 2.09% convenience fee for debit card payments, and a \$0.35 convenience fee for Electronic Check/ACH payments. All convenience fees are non-refundable. [AGD1503](#)

Terms Agreement Payment Receipt

Terms Agreement

To continue to make this payment you must accept the following TERMS OF USE. Please read and understand, completely, the following terms and press the 'ACCEPT TERMS' button to continue to payment or press the 'DECLINE TERMS' button.

THE WEBSITE AND ONLINE PAYMENTS SERVICE IS PROVIDED 'AS IS' AND WE MAKE NO WARRANTIES, EXPRESS OR IMPLIED, AS TO THE MERCHANTABILITY, FITNESS FOR A PARTICULAR USE OR PURPOSE, TITLE, NON-INFRINGEMENT OR ANY OTHER WARRANTY, CONDITION, GUARANTEE, OR REPRESENTATION.

If you are an individual acting as a representative of a corporation or other legal entity which wishes to use this Service, you represent and agree that you have the authority to accept these Terms on behalf of such corporation or other legal entity and that all provisions of these Terms will bind the corporation or other legal entity as if it was named in these Terms in place of you.

You agree not to challenge the use of any electronic payment and additionally agree that any action brought by the owner of this website against you to enforce any electronic payment for which any benefit has been provided to you in any way shall entitle the owner to per se probable cause for criminal action for theft of services or for civil recovery of all fees paid, plus service fees, costs, attorney's fees, and any incidental or associated damages proven.

The submission process uses Secure Sockets Layer (SSL) encryption to virtually eliminate the possibility of unauthorized access to your private information while it is transferred across the Internet. Your personal data is NOT stored on computers administered by the owner of this website. However, by submitting this information electronically you are acknowledging that the owner of this website assumes no liability for data submitted via this Internet platform.

This agreement is governed by the laws of the Commonwealth of Massachusetts as such laws are applied to agreements entered into and to be performed in Massachusetts. Any cause of action under this agreement shall be brought in the Commonwealth of Massachusetts. This Agreement sets forth the entire understanding between the parties.

If any provision of a Contract is found to be superseded by state or federal law or regulation, in whole or in part, both parties shall be relieved of all obligations under that provision only to the extent necessary to comply with the superseding law, provided however, that the remaining provisions of the Agreement, or portions thereof, shall be enforced to the fullest extent permitted by law.

9. Enter your payment information and submit. You can pay with **debit card, credit card, or bank account (ACH)**. Please enter your billing information and credit card number. Please do not include spaces or dashes in your account number.
10. After entering your information, click **submit payment**. Only click once to avoid duplicate payments.

Billing Information

Payment on Behalf of Al Anzola

First Name
Enter First Name

Last Name
Enter Last Name

Street
Enter Street

City
Enter City

Zip
Enter Zip

State/Territory
Select State

Phone Number
() - -

Email
Enter Email Address

Confirm Email
Enter Email Address

Payment Information

Credit/Debit Card Electronic Check/ACH

Card Type
VISA AMERICAN EXPRESS MasterCard DISCOVER

Card Number
Enter Card Number Without Dashes

CVV Code
Enter CVV Code

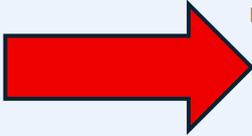
Expiration Month 12 **Expiration Year** 2036

Important Information

Please provide the correct billing address associated with the account being used to make the payment.

To receive an email confirmation of your payment, please include a valid email address.

Please verify the above information before submitting your payment. Do not click the 'Submit Payment' button more than one time.



◆ Step 11: Generate Your HIC card

1. After paying your fee, you will be able to generate your HIC card from any computer or smartphone.
2. Log in to contractorhub.mass.gov. On the contractor landing page, click the **Generate a Registration Card** tab.

My Applications

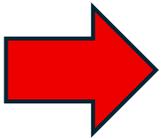
My Registrations

My Payments

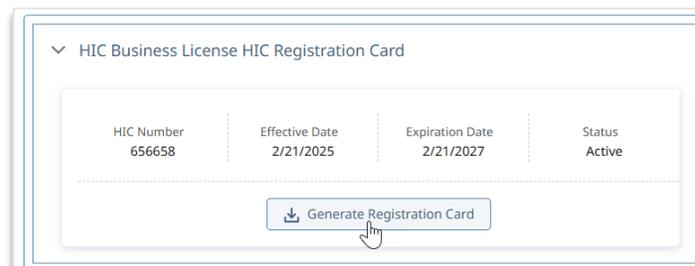
Contractor Resources

More ▾

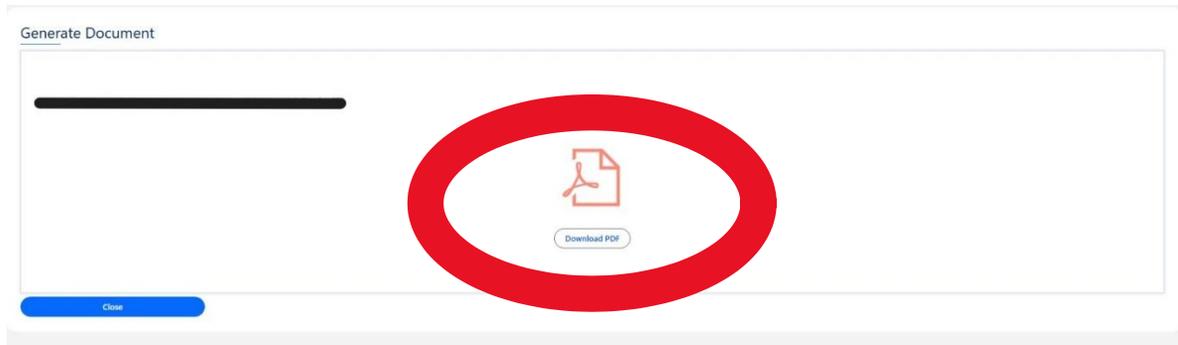
Home Improvement Contractor (HIC) Program's service hub! What would you like to do to



3. Click the account name of a registration to view your HIC card. **Click Generate Registration Card.**



4. After a few moments, your card will appear. Click **Download PDF** to save this file to your smartphone or computer. If you lose that file, you can repeat this process.



✅ **Now that you're registered, add a renewal reminder on your calendar!**

Your HIC registration must be renewed every **two years**. We recommend you submit your renewal application at least 30 days in advance to avoid unnecessary delays and extra fees. If you need help with registration or renewal, contact the HIC Registration Team at HICRegistration@mass.gov.



Renewing Your Home Improvement Contractor (HIC) Registration Number

If you already have an HIC registration number, follow these steps to renew your registration using the MA Contractor Hub (contractorhub.mass.gov).

⚠ Note: Only the contractor named on the HIC registration is permitted to create an account and submit their application.

◇ Step 1: Visit the MA Contractor Hub

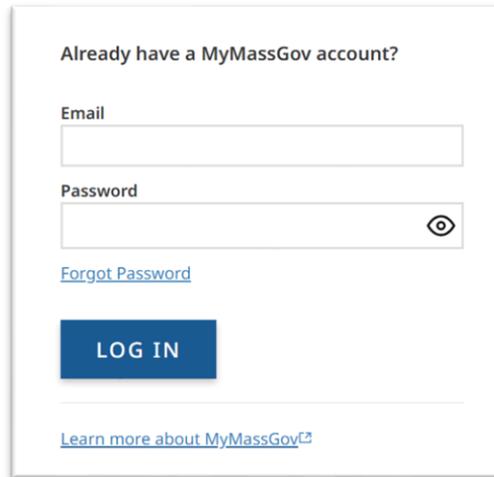
1. Open a web browser like Chrome or Firefox.
2. Type in the URL: contractorhub.mass.gov
3. On the homepage, click **Contractor Log in** in the top-right corner.

What would you like to do today?

Contractor Log in



4. Enter your MyMassGov e-mail and password and click **log in**.



Already have a MyMassGov account?

Email

Password

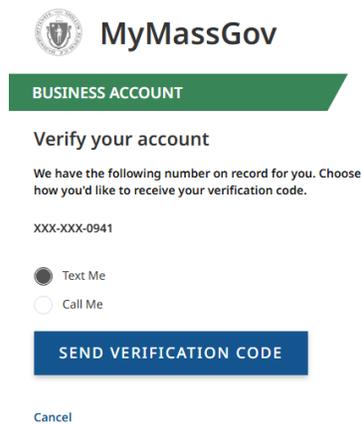
[Forgot Password](#)

LOG IN

[Learn more about MyMassGov](#)

⚠ Note: If this is your first time using the MA Contractor Hub to renew and you don't have a MyMassGov account, skip to **Step 2: Create a MyMassGov Account**

5. Select your preferred method to send your verification code and click **send verification code**.



 MyMassGov

BUSINESS ACCOUNT

Verify your account

We have the following number on record for you. Choose how you'd like to receive your verification code.

XXX-XXX-0941

Text Me

Call Me

SEND VERIFICATION CODE

[Cancel](#)

6. After receiving your verification code, enter the code in the **enter code** field and click **verify**. This will take you straight to the Contractor Hub homepage. Please skip to step 3.

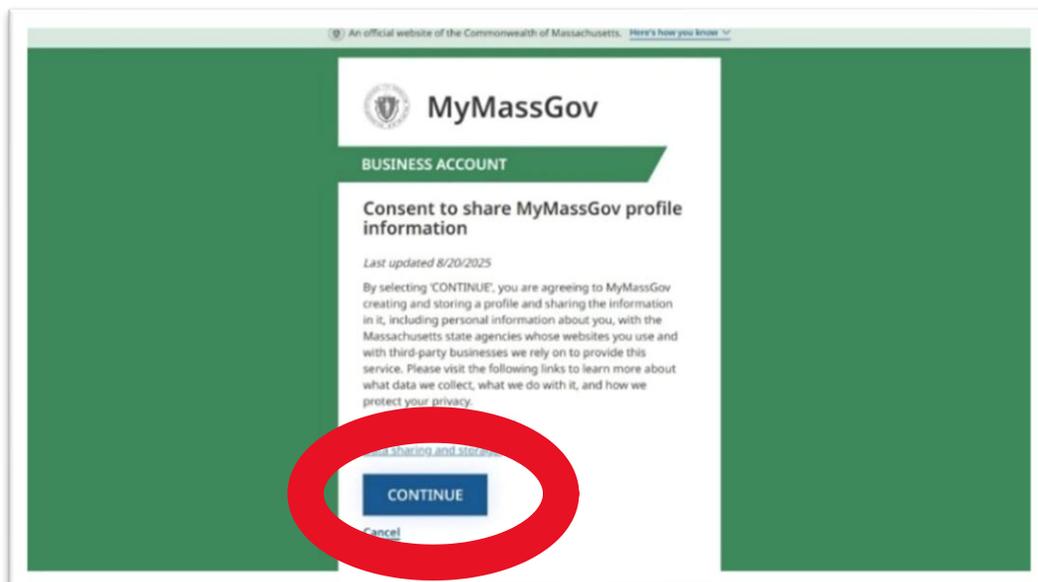
◆ Step 2: Create a MyMassGov account

You must have a MyMassGov account to log in and submit your renewal application. This is a *one-time setup*. If you previously created a MyMassGov account to use the MA Contractor Hub, please sign in using your e-mail and password and skip to step 3.

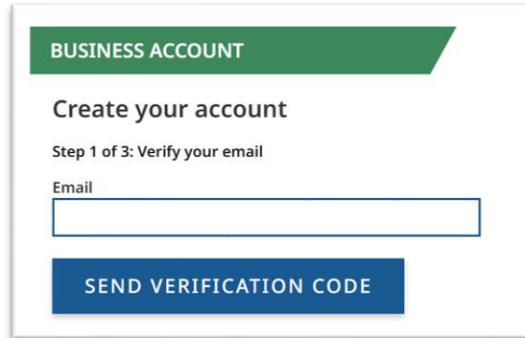
1. Click the **create an account** button.



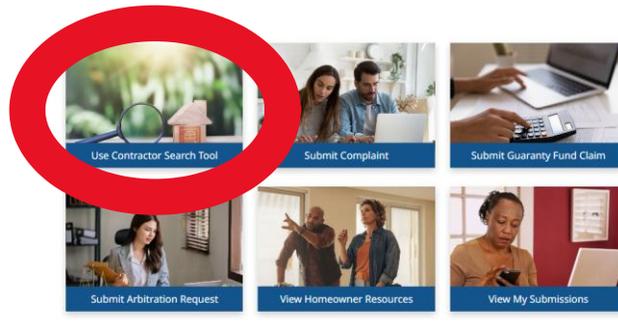
2. Read the consent notice and click **continue**.



3. Enter your e-mail connected to your HIC registration. Click **send verification code**.



⚠ Note: To confirm which e-mail is associated with your account, use the **contractor search tool** on contractorhub.mass.gov and search by your HIC number.



The e-mail associated with your HIC account will appear under **responsible person details**.

[Information](#) [Related Businesses](#) [Guaranty Fund Claims](#) [Public Complaints](#) [Arbitration History](#)

Business & Address Information

Business Name: Bob Builder
Phone: 9876543210

Mailing Address: 3317 Bryant Ave S
Minneapolis, Alabama 55408

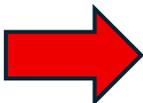
Physical Address: 3317 Bryant Ave S
Minneapolis, Alabama 55408

Registration Information

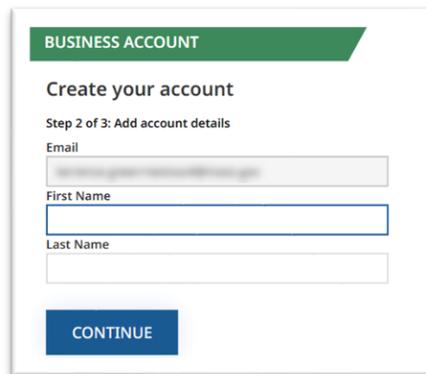
HIC Number: 123456
Registration Status: Active
Effective Date: 2025-01-01
Expiration Date: 2025-03-15

Responsible Person Details

Name: Bob Builder
Email: dillon.lockwood+2@mass.gov



4. You will receive an e-mail with a code. Enter this code and click **verify**.
5. Add your first name and last name. Click **continue**.



BUSINESS ACCOUNT

Create your account

Step 2 of 3: Add account details

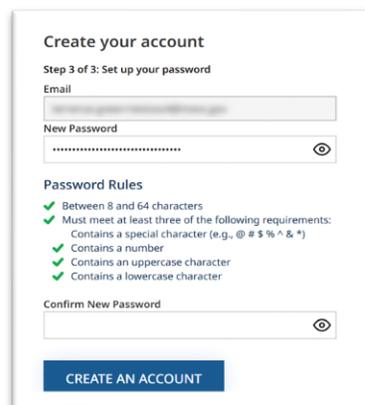
Email

First Name

Last Name

CONTINUE

6. Create your password using the rules listed and click **create an account**. Please make sure to remember your password for future use.



Create your account

Step 3 of 3: Set up your password

Email

New Password

Confirm New Password

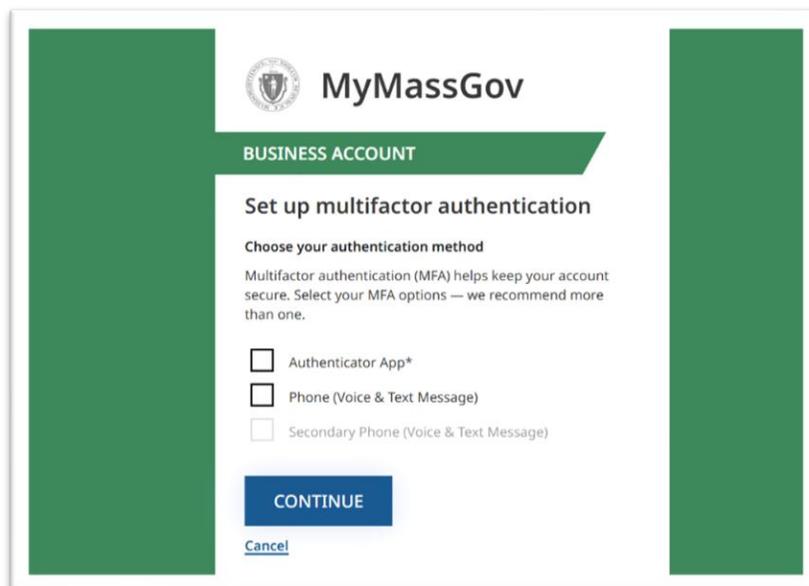
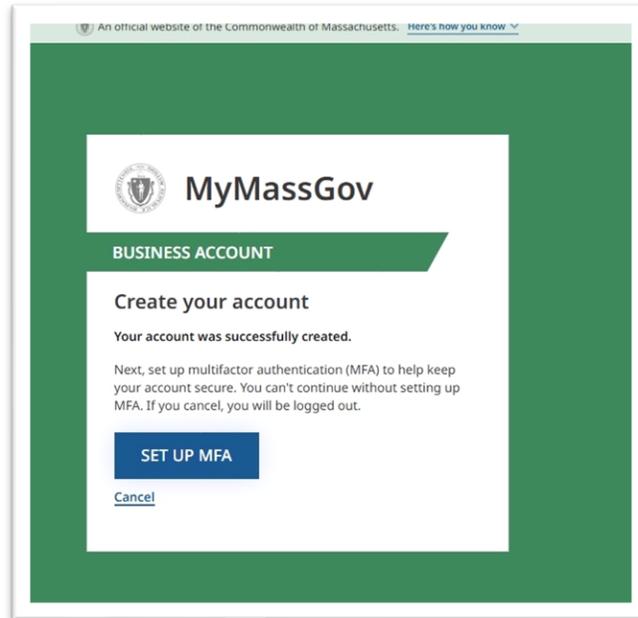
Password Rules

- ✓ Between 8 and 64 characters
- ✓ Must meet at least three of the following requirements:
 - Contains a special character (e.g., @ # \$ % ^ & *)
 - Contains a number
 - Contains an uppercase character
 - Contains a lowercase character

CREATE AN ACCOUNT

7. On the next screen, click **Set Up MFA** (multi-factor authentication). Using MFA will help keep your account safe and secure. Choose an authentication method. **Phone (Voice & Text Message)** is a quicker and easier option if you have a cell phone nearby. The Authenticator

App option will not work unless you have an app like Microsoft Authenticator or Duo installed on your phone. Click **continue**.



8. Enter your cell phone number and select **text me**. Click **send verification code**.

Set up multifactor authentication

Link your phone number

Each time you log in, we'll send a one-time code to this number by text message or phone call. Enter the phone number you'd like to use and select how you'd like to receive it.

Country Code
United States(+1)

Phone number
[Redacted]

Text Me
 Call Me

SEND VERIFICATION CODE

[Cancel](#)

9. A verification code will be sent to your cell phone as a text message. Enter the code that was sent to you and click **verify**.

Each time you log in, we'll send a one-time code to this number by text message or phone call. Enter the phone number you'd like to use and select how you'd like to receive it.

Verification code has been sent to the phone number you have provided. Please copy it to the input box below.

Country Code
United States(+1)

Phone number
[Redacted]

Text Me
 Call Me

Enter code
[Redacted]

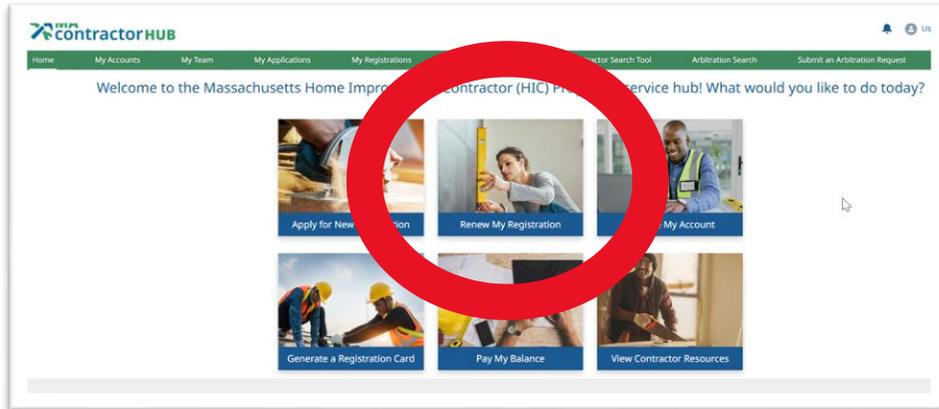
VERIFY

[Get a new code](#)

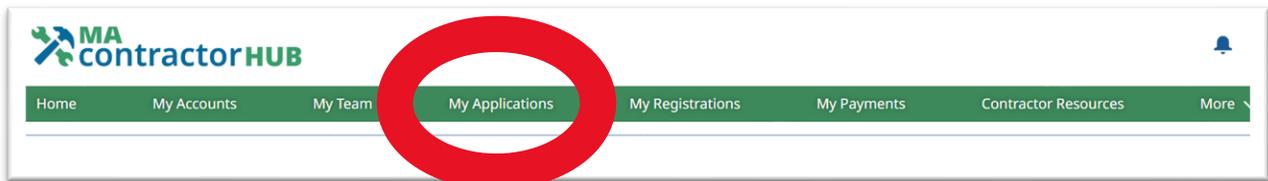
10. You are now logged into the MA Contractor Hub. Please remember to save your password.

◇ Step 3: Start Your Renewal

1. On the contractor homepage, select **Renew My New Registration**.



⚠ **Note:** Submit only one application at a time. To check a previous submission, click **My Applications**.

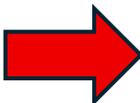


2. Please select the account you want to renew by filling in the circle. Then click **next**.

Please select the Registration you would like to renew.

1 of 1 Item • 1 Item selected

Business Name	HIC Number	Registration Status	Effective Date	Expiration Date
<input checked="" type="radio"/> HIC 123 Testing	787671	Expired	Mar 11, 2025	Apr 24, 2025



◇ Step 4: Answer Screening Questions

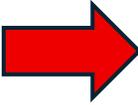
1. Review the information and answer each question on the right side with **yes** or **no**. After you answer each question, click **next**.

The screenshot shows a registration form with a progress bar at the top. The progress bar has four steps, with the first step being active. The form is divided into two columns. The left column is titled "Registration information on file" and contains five text input fields: "Business Name" (filled with "Emma AI Consultants New"), "DBA Name" (filled with "DBA Fake"), "Current Corporate Structure" (filled with "Limited Liability Company (LLC)"), "Responsible Person Name" (filled with "AI Anzola"), and "Responsible Person Email" (redacted with a black box). The right column is titled "Renewal application checklist" and contains four questions, each with radio button options: "Are you changing your Business Name?" (Yes/No), "Are you changing your D/B/A Name?" (Yes/No/I am no longer using D/B/A name), "Has your corporate structure changed?" (Yes/No), and "Are you changing the responsible person?" (Yes/No). A red arrow points to a "Next" button at the bottom right of the form.

◇ Step 5: Enter Basic Company Information

1. Complete all required fields marked with a red asterisk (*), including your mailing and physical address.
2. If changing your business name, please enter the new business name under **contractor business name**.
3. After entering and reviewing all required information, click next.

Please note that the following information you provide will be considered a public record: name, addresses, phone numbers, and email addresses.



* Contractor Type Limited Liability Company (LLC)	* Email Address alwuhzheer@gmail.com
* Contractor Business Name Emma AI Consultants LLC	* Cell Phone Number 5126187375
* Number of Employees 0-3	* Business Phone Number 7039692135
* Federal Tax I.D. Number 12-3456789	
* Physical Address	* Mailing Address
* Country United States	* Country United States
* Street 123 MAIN STREET	* Street 123 MAIN STREET
* City Boston	* City Boston
* State/Province Massachusetts	* State/Province Massachusetts
* Zip/Postal Code 02111	* Zip/Postal Code 02111

This cannot be a PO Box address.

Is Mailing Address the same as Physical Address?

Please provide an address for physical correspondence from our office.

Ensure all information on this page is accurate. You will have an opportunity to review and edit your application on the final page.

Previous **Next**



◇ Step 6: Enter Employee Information

1. The person submitting the application is automatically listed as the **responsible person**.
2. Previously listed supplemental employees will appear. If you want to:
 - Renew their supplemental ID cards, select **yes** next to their name under **supplemental HIC card**.
 - Add a new employee, click add and enter their name.

Responsible Person and Supplemental Employee Cards

Responsible Person: The HIC registration card will be issued to the individual listed as the Responsible Person below. The Responsible Person will be responsible for the company's contracting work.

Name	Responsible Person	HIC Card	Supplemental HIC Card
JK Philip	No		No
Tim Cook	No		No
Merry Jane	No		No
Alakh J Biniwale	No		No
John Jackson	No		Yes
Al Anzola	Yes		--None--

Supplemental Employee Identification Cards: Additional employees listed above may be issued supplemental identification cards by selecting "yes" under "Supplemental HIC Card" in their row.

Each supplemental identification card requires a \$10 fee per card.

If an employee is not listed and you would like to add supplemental employees to your HIC registration, click "Add" below. Supplemental cards are for identification purposes only and do not substitute the HIC card issued to the Responsible Person.

* First Name
New

Middle Initial

* Last Name
Employee

* Supplemental Card
Yes

+ Add

Please ensure all information on this page is accurate. You will have an opportunity to review and edit your application on the final page.

Previous Next

3. After reviewing all information to be sure it is correct, click **next**.

⚠ Note: Supplemental cards are ID cards only. They are not substitutes for HIC cards. Each supplemental identification card will be charged a \$10 fee.

◇ Step 7: Update Additional Business Details (Only If Needed)

1. If you are adding or changing your D/B/A ("doing business as") name, enter the name and expiration date, exactly as shown on your D/B/A certification.

The screenshot shows the MA Contractor Hub registration interface. At the top, there is a navigation bar with links: Home, My Accounts, My Team, My Applications, My Registrations, My Payments, Contractor Resources, and More. The user is logged in as 'Al Anzola'. The main form area contains a progress indicator with four steps. The first step is completed. The form fields are:

- * Has D/B/A: Yes (dropdown menu)
- * D/B/A Name: Beyond Design TEST (text input)
- * D/B/A Expiration Date: Dec 5, 2025 (calendar picker)
- * Does the Applicant or Responsible Individual hold a Massachusetts Construction Supervisor License?: No (dropdown menu)

Below the form, there is a disclaimer: "Please ensure all information on this page is accurate. You will have an opportunity to review and edit your application on the final page." At the bottom right of the form are "Previous" and "Next" buttons. Below the form is the footer for the Office of Consumer Affairs and Business Regulation | Home Improvement Contractor Program, including contact information and the address: 1 Federal Street, Suite 0720, Boston, MA 02110-2012.

2. If you have a construction supervisor license, or CSL, please select **yes** and provide your CSL number. If you do not have a CSL, select **no**. If finished, click **next**.

This screenshot shows a close-up of the registration form. The progress indicator shows the second step is active. The form fields are:

- * Does the Applicant or Responsible Individual hold a Massachusetts Construction Supervisor License?: Yes (dropdown menu)
- * Construction Supervisor License Number: (empty text input)

A red arrow points to the 'Yes' option in the dropdown menu.

◇ Step 8: Upload Documents (Only If Needed)

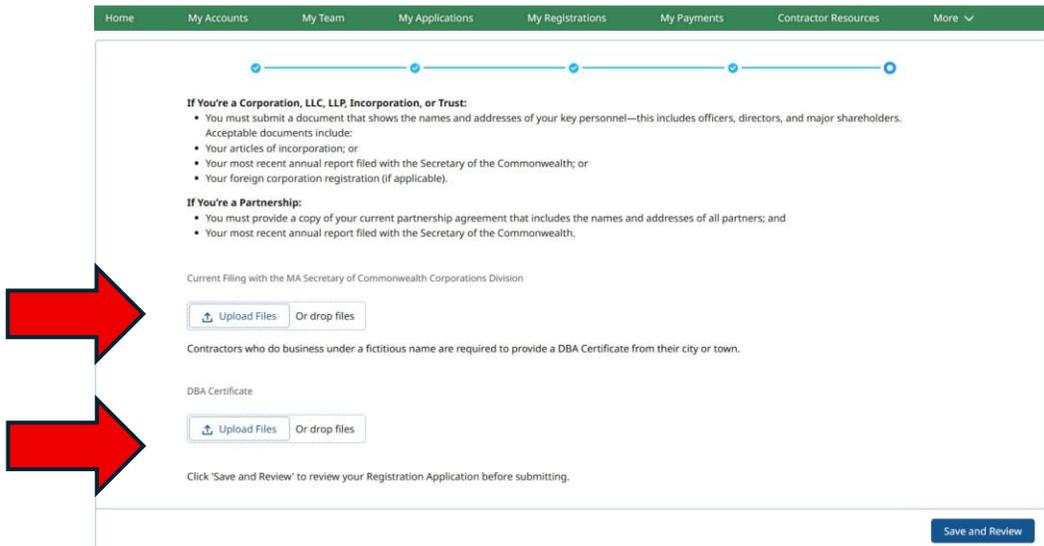
1. You only need to upload documents if you are making changes to your business from the last time you registered your HIC.

You must upload:

- A filing from the Massachusetts Secretary of the Commonwealth (SOC) if you are updating your corporate

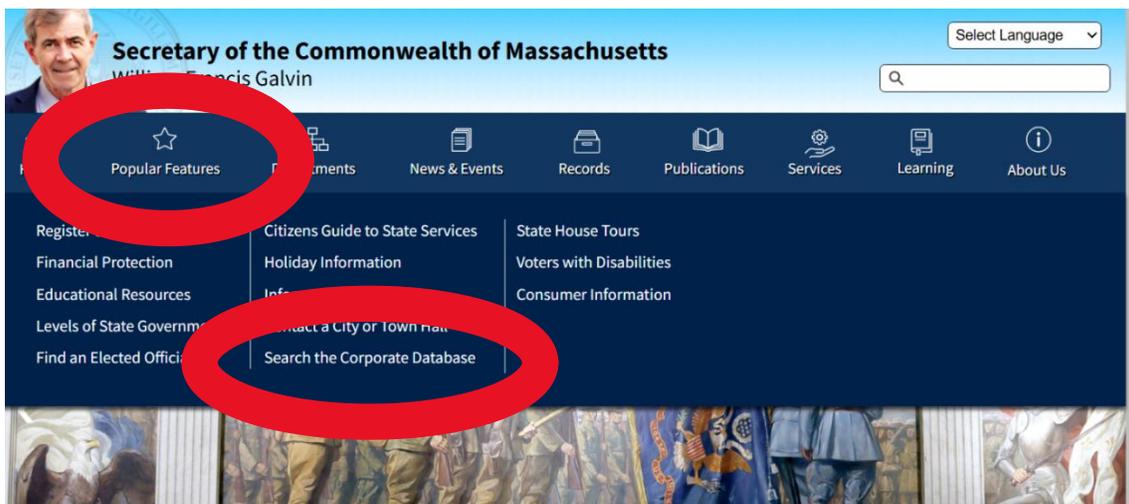
name. For instructions on how to obtain these documents, read the note below.

- If you are changing your D/B/A name, you need to upload an active D/B/A certificate that filed with your local city or town. After uploading, click **save and review**.



⚠ Note: To obtain a copy of your corporate report, visit sec.state.ma.us.

Under the **popular features** tab, click **search the corporate database**.



⚠ Note: Search for your company (entity).



Search for a Business Entity

Links on this page open in another tab.

[Legal Information, Disclaimers, Policies](#)

[Search assistance...](#)

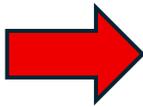
Search by:

Entity Name Individual Name Identification Number Filing Number

Search by entity name (Company, LP, LLP, LLC, etc.)

Enter name:

Search type:



⚠ Note: Once on your business entity page, scroll down to **view filings** for this business entity and click **view filings**.



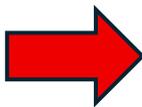
Business Entity Results

Number of records: 1

[Print results](#)

Entity Name	ID Number	Old ID Number	Address
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

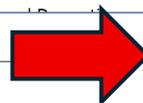
[New Search](#)



View filings for this business entity:

- ALL FILINGS
- Annual Report
- Application For Revival
- Articles of Amendment
- Articles of Charter Surrender

[View filings](#)

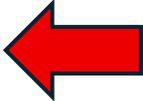


⚠ Note: Under the **view PDF** column, click the link for the PDF you want to download and save to your computer.

Business Entity Filings

Name: [REDACTED]

Order certified copies	Name of filing	Year filed	Date filed	Filing No.	View PDF
<input type="checkbox"/> check all	Annual Report	2024	[REDACTED]	[REDACTED]	1.pdf,
<input type="checkbox"/>	Annual Report	2023	[REDACTED]	[REDACTED]	1.pdf,
<input type="checkbox"/>	Annual Report	2022	[REDACTED]	[REDACTED]	1.pdf,
<input type="checkbox"/>	Articles of Organization		[REDACTED]	[REDACTED]	1.pdf,



Note:
Annual Reports and No Fee changes have a retention period of ten years; therefore these documents are no longer available prior to December 31, 2002.

2. Upload the PDF you saved to your computer, using the **upload files** button. After your documents are uploaded, click **Save and Review**.

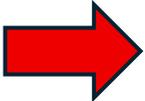
Corporations, Partnerships, LLCs, LLPs, and Trusts are required to submit the documentation that was filed with the MA Secretary of State.

Current Filing with the MA Secretary of Commonwealth Corporations Division

Or drop files

If you do not provide the required documents, the time it takes to process your application will be significantly delayed. Please upload the smallest file size when possible.

Click 'Save and Review' to review your Registration Application before submitting.



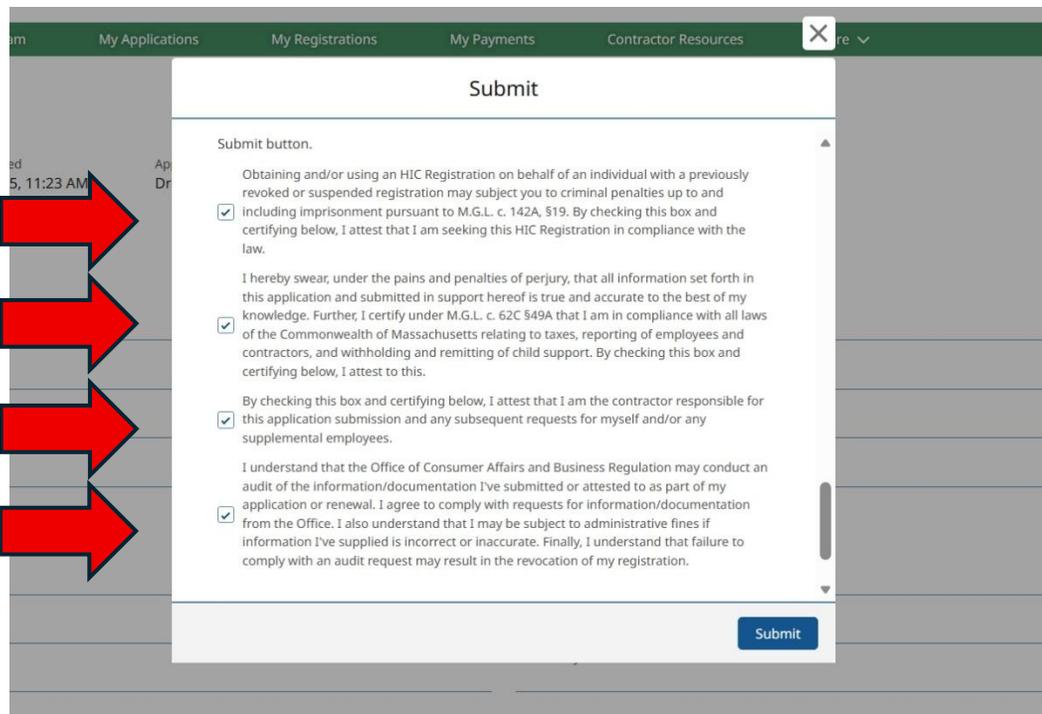
◇ Step 9: Review and Submit

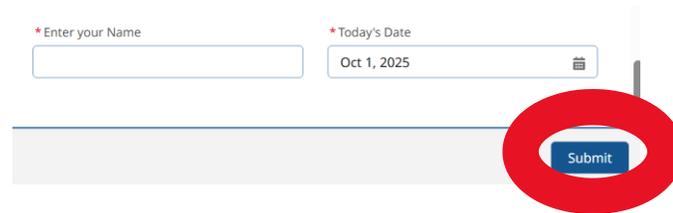
1. If you need to make any edits, click **Edit Application**. *Once your application is submitted, you cannot edit your application unless the HIC Registration Team asks for revisions. It is important to review and make edits now if needed.*

If you are ready to complete your registration application, click **Submit**.



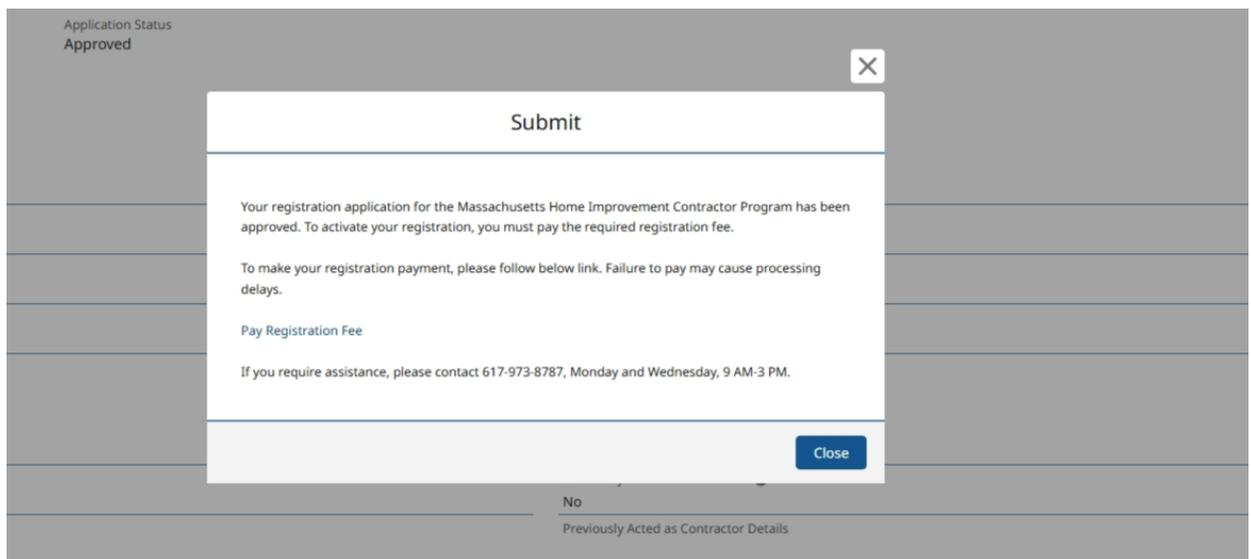
2. After clicking submit, scroll down to read and check off any required documents and attestation boxes. Scroll to the bottom to sign and date the application, then click **Submit** again.





A screenshot of a registration form. It features two input fields: one for a name labeled '*Enter your Name' and one for a date labeled '*Today's Date' with 'Oct 1, 2025' entered. Below these fields is a blue 'Submit' button, which is circled in red.

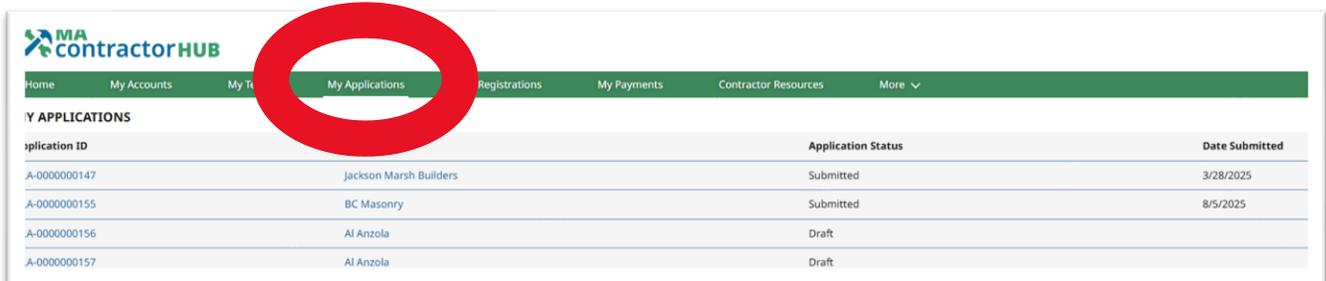
3. **This completes your application.** You can pay your fees when you application is approved. If your application is approved automatically, click **pay registration fee**. Your registration is *not active* until all fees are paid. For further instructions on payment, skip to step 11.



4. If your application requires further review, please check your e-mail inbox for a confirmation e-mail with your application ID. If your e-mail is missing, please check your spam folder.



5. You can also check the status of your application at any time. Log into the MA Contractor Hub and click the **My Applications** tab on the contractor landing page. Then click the **Application ID**.



⚠ Note: Please allow approximately 1 week for application review. Complete applications are processed more quickly. Missing information or documents will cause delays. **If you have submitted an application, do not submit an additional application.** This will also lead to delays.

◇ Step 10: Revisions (If Requested)

1. If something is missing from your application, such as a required document, you will receive an email with **Action Needed** in the subject line. Click the link in the e-mail to update your application.

Dear [REDACTED],

We are unable to approve your registration application until revisions are made. To make the necessary revisions, please log in to your registration application.

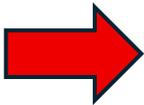
Revisions required:

For an LLC: in the Personnel tab, the responsible person must be listed as a manager or as the resident agent on the Secretary of the Commonwealth Corporation Documents. Please contact the Secretary of the Commonwealths Corporations Division by phone at 617-727-9640 or by email at corpinfo@sec.state.ma.us to resolve this matter.

The EIN entered under the Account Information and the Social Security Number listed under the contact information are the exact same number. Please either attach the documentation containing the EIN such as the letter from the IRS assigning the EIN or an Official Tax Return to your application. If you cannot do so, you can email the EIN documentation to hicregistration@mass.gov. Please attach a copy of your Social Security Card to the application as well. An EIN is required to register with the MA HIC Registration Program. If you do not have one, you must obtain one before resubmitting the application.

If you use an ITIN please include documentation containing the ITIN with your application.

[Click here to view your Application](#)



2. You can also:

1. Log in to your MA Contractor Hub account
2. Go to **My Applications**
3. Select the application that needs revisions
4. Click **edit application** button
5. If you are missing documents, click **next** until you get to the screen to upload documents
6. Upload the required documents and submit the application.

Home My Accounts My Team **My Applications** My Registrations My Payments Contractor Resources More ▾

Registration Application
BLA-0000000147

Account [Jackson Marsh Builders](#) Date Started 3/28/2025, 12:00 PM Application Status Submitted

Application Review

Account [Jackson Marsh Builders](#) Date Started 3/28/2025, 12:00 PM

◆ Step 11: Pay Your Fees

1. Once your application is approved, you'll receive an e-mail asking you to pay your registration fee. Your registration will not be active until your fees are paid. Please submit payment within 5 business days of approval.
2. To pay, click the payment link in the approval e-mail or log in and click **pay my balance**.

Payment Required – Registration Approved

Message Details

From: HIC Registration
To: [Redacted]

10:29 AM | Aug 25

 OFFICE OF
CONSUMER AFFAIRS AND BUSINESS REGULATION
Home Improvement Contractor
Program

To: [Redacted]

Your registration application for the Massachusetts Home Improvement Contractor Program has been approved. To activate your registration, you must pay the required fee. To make your registration payment, please log into your account. Failure to pay may cause processing delays.
[Pay Registration Fee](#)

If you require assistance, please contact 617-673-8787, Monday and Wednesday from 9 AM to 3 PM

its Home Improvement Contractor (HIC) Program's service hub! What would you like to do today?

Business Regulation | Home Improvement Contractor Program

Enterprise Information

3. Select the account with the fee owed and click **Proceed to Payment**.

<input checked="" type="radio"/>	PT 123 Testing Check or 5 2026 for Fee	787671	Limited Liability Company (LLC)
<input type="radio"/>	HM Remodel NEW Again	876572	Limited Liability Company (LLC)



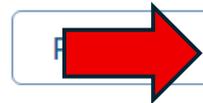
4. Select the fee you are paying and click **Proceed to Payment**

▼ Select Payments

Outstanding Fees

1 of 1 item • 1 item selected

<input checked="" type="checkbox"/>	Payment ▼	Payment Reason ▼	Amount Remai... ▼
<input checked="" type="checkbox"/>	PLA-0000000151 - Registration Payment	Registration	\$100.00



Proceed to Payment

5. Review your fees and fee amount. If it looks correct, click **Proceed to Payment**.

Review Your Selections

We will update the status of this payment once it is received.

* Selected Payment Name
BLA-0000000151 - Registration Payment

Payment Reason
Registration

* Amount to Pay
\$100.00

Remove



- On the final review page, click **Pay**. In a separate tab, you will be automatically taken to our secure payment site, Ncourt.

You can pay any balances you owe on this page. To view any balances you owe in greater detail, you can view them under "My payments."

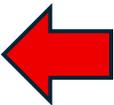
Review Your Selections

Review your selections below. The following screen will navigate to our payment processing partner in a new tab to complete payment.

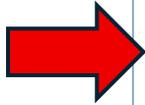
Payment	Amount To Pay
0 of 0 items	
No items to display.	
1 of 1 item	
BLA-0004767256 - Registration Payment	\$110.00

Total: \$110.00

Previous Pay



7. If a separate tab does not automatically open after a few moments taking you to Ncourt, you can click the link on the pay page to manually take you. Only click the link once.



Manage Payments

You have been navigated to our third party payment processor. After payment is complete, choose the 'Finish' button to complete this flow.

If you were not redirected click [here](#).

Note:

After you make a payment, you will receive an email confirmation. It may take up to 24 hours for a payment to appear in your MA Contractor Hub account. Please don't attempt further payment during the time as you may be charged twice.

Finish

8. Once you are directed to nCourt, review the term agreement and click **I agree**.

The screenshot shows a web page for a Terms Agreement. At the top, it lists contact information for Layla R. Demilia, Underscretary. Below this is a progress bar with three steps: 'Terms Agreement', 'Payment', and 'Receipt'. The 'Terms Agreement' step is currently active. The main content area contains the text of the Terms of Use, including a disclaimer of warranties and a statement of agreement. At the bottom right of the text area, there are two buttons: 'I Decline' and 'I Agree'. A red arrow points to the 'I Agree' button.

9. Enter your payment information and submit. You can pay with **debit card, credit card, or bank account (ACH)**. Please enter

your billing information and credit card number. Please do not include spaces or dashes in your account number.

10. After entering your information, click **submit payment**. Only click once to avoid duplicate payments.

Billing Information
Payment on Behalf of Al Anzola

First Name
Enter First Name

Last Name
Enter Last Name

Street
Enter Street

City
Enter City

Zip
Enter Zip

State/Territory
Select State

Phone Number
() - -

Email
Enter Email Address

Confirm Email
Enter Email Address

Payment Information

Credit/Debit Card Electronic Check/ACH

Card Type
VISA AMERICAN EXPRESS MasterCard DISCOVER

Card Number
Enter Card Number Without Dashes

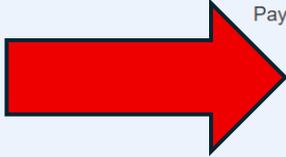
CVV Code
Enter CVV Code

Expiration Month 12 **Expiration Year** 2036

Important Information
Please provide the correct billing address associated with the account being used to make the payment.
To receive an email confirmation of your payment, please include a valid email address.

Cancel Please verify the above information before submitting your payment. Do not click the 'Submit Payment' button more than one time.

Submit Payment

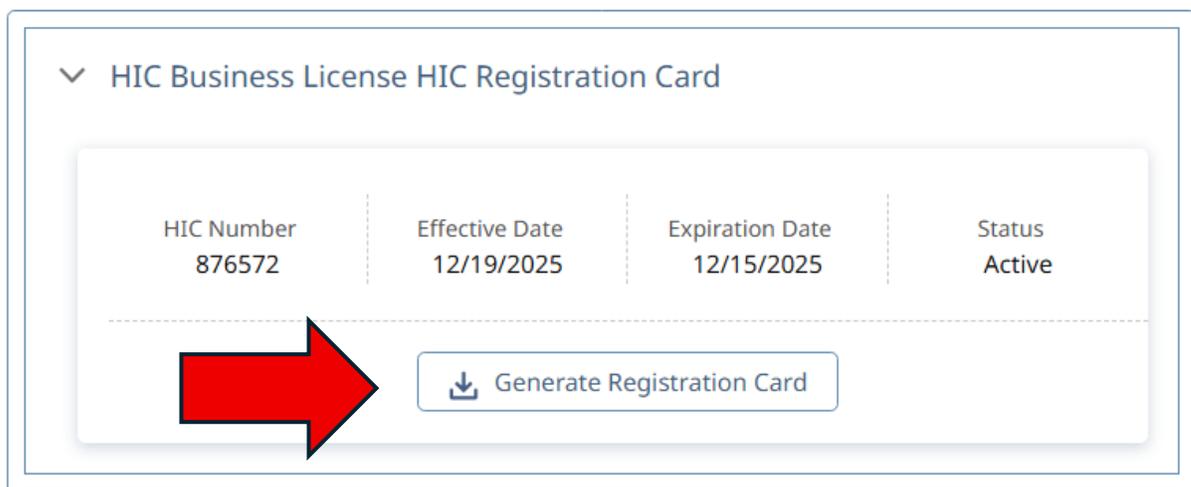


◆ Step 12: Generate your HIC card

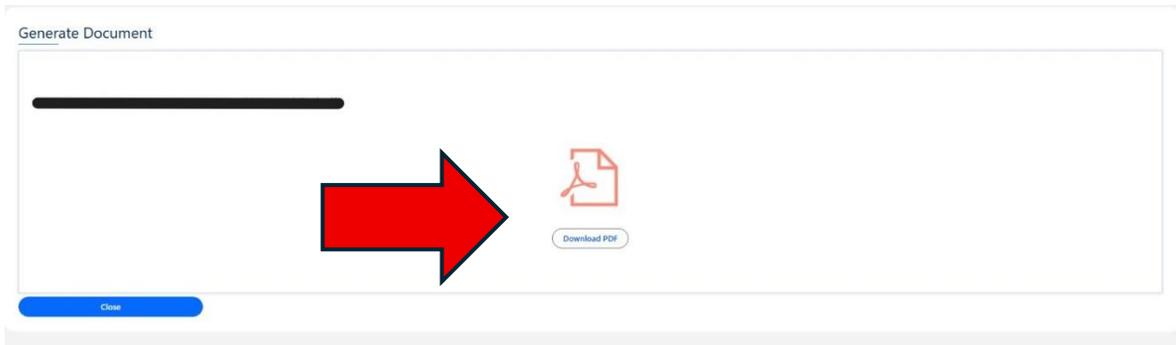
1. After payment, go back to the contractor homepage to generate your HIC registration card from any computer or smartphone.
2. Log in to contractorhub.mass.gov. On the contractor landing page, click the **my accounts** tab.



1. Click the account name of your registration to view your HIC card.
Click Generate Registration Card.



3. After a few moments, your card will appear. Click **Download PDF** to save this file to your smartphone or computer. If you lose that file, you can repeat this process.



✔ **Now that you're renewed, add a reminder on your calendar!**

Your HIC registration must be renewed every **two years**. We recommend you submit your renewal application at least 30 days in advance to avoid unnecessary delays and extra fees. If you need help with registration or renewal, contact the HIC Registration Team at HICRegistration@mass.gov.