1. An HIC cannot be renewed once it has been expired for 30 days. A “reapplication” must be submitted.

2. Reapplications require a contractor to pay associated registration and Guaranty Fund fees.
   a. Reapplication Fee: $150
   b. Guaranty Fund fee: Based on number of employees:
      i. 0 to 3 employees: $100
      ii. 4 to 10 employees: $200
      iii. 11 to 30 employees: $300
      iv. More than 30 employees: $500

3. To begin, start here: https://www.mass.gov/home-improvement-contractor-registration-and-renewal

Please keep in mind that funds owed to the Guarantee Fund or HIC Complaint Program may delay the processing of your application.
HIC Reapplication Guide

4. After clicking the registration link, scroll down to where it says “What would you like to do.” Under ‘Top Tasks,’ click the blue box that says, “Update or renew an existing or expired Home Improvement Contractor Registration.”
HIC Reapplication Guide

5. Click on the box that says, “Renew your Home Improvement Contractor Registration online.”

Renew your home improvement contractor registration

Need to renew your home improvement contractor registration? You’re in the right place!

Once you’ve submitted all documents and fees, you should receive your registration in the mail within 1-2 weeks.

Renew your home improvement contractor registration online ➔

Renew your home improvement contractor registration by mail/in-person ➔
6. Enter your contractor information into the following spaces.
   a. If you do not remember your HIC number, please contact our office at
      (617) 973-8787 or Toll-free (888) 283-3757.
   b. If the social security number does not match, you may try using the last
      four digits of your Federal Tax ID number.
   c. If you are receiving an error message that you are unable to resolve,
      please contact our office for assistance.
HIC Reapplication Guide

7. If you have received this message, it means that your account has been successfully created. Please click on the highlighted “Go To Log In.”

8. Enter your email and password to log in to your account.
   a. HIC Log In Page: https://hic.oca.state.ma.us/HIC/
HIC Reapplication Guide

9. Click ‘Get Code’ to get a verification code sent to your email.

10. Retrieve security code from your inbox, spam box, or junk mail.
   a. Make sure that the email is sent from HICRegistration (SCA)
      hicregistration@state.ma.us
   b. If you do not enter the code within 5 minutes of requesting it, you may need to request a new code.
   c. If you do not receive it within 5 minutes, contact our office at (617) 973-8787 or Toll-free (888) 283-3757.
11. Enter your security code into the white box and then click, “Submit.”
HIC Reapplication Guide

12. Pick three security questions and answers that will be easy to remember. Then click ‘Save.’
   a. Please keep a record of your answers.
HIC Reapplication Guide

13. After clicking save, you should receive this pop up window. Hit ‘Close.’

14. Please keep in mind that once you have reached this page, you are able to log out and return to your application at a later date. Click ‘My Registrations’ at the top of the page.

  i. If you cannot see your previous registrations, please stop and contact our office at (617) 973-8787 or Toll-free (888) 283-3757.
HIC Reapplication Guide

15. You should be able to see your previous registrations listed. Click ‘Manage Registration’ for the most recent registration.
16. Click ‘Reapply’.

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Information</td>
<td>Name, Tax ID, address, and other basic information about the contractor.</td>
</tr>
<tr>
<td>Personnel</td>
<td>Information about the responsible person, owners, and HIC card holders for the contractor.</td>
</tr>
<tr>
<td>Documents</td>
<td>DBA Certificates and Proof of Incorporation.</td>
</tr>
<tr>
<td>Reapply</td>
<td>Reapply for an application to keep the same HIC Number.</td>
</tr>
</tbody>
</table>
17. Enter your basic information into the correct fields.

This may be your TAX ID or Social Security Number.

If you are doing business with a fictitious name, click ‘yes’ for ‘has D/B/A name.’

Remember to click save.
HIC Reapplication Guide

18. To continue, click ‘Personnel.’

a. You are able to request supplemental HIC cards for employees for an additional fee of $10 per card.

b. If you are a corporation, the responsible person needs to be a listed officer on the filing with the Massachusetts Secretary of State.
19. Review and update personnel as necessary.

20. After completing the ‘Personnel’ portion of the application, your next step would be to answer ‘Questions.’
HIC Reapplication Guide

Application Questions

- Please answer Yes or No to the six questions below. Provide additional detail for Yes answers as instructed.
- Click the Save button at the bottom of the page when you have answered all the questions.

Other Licenses/Registrations

Does the Applicant or Responsible Individual hold a Massachusetts Construction Supervisor License? If Yes, add the 5 digit number for the license in the Construction Supervisor License box below.

Previous Registrations

Have you been registered previously as a Home Improvement Contractor? If Yes, search for the Home Improvement Contractor by typing the name or number in the Home Improvement Contractor box below.

Other HIC Associations

Are you currently or have you ever been an Officer, Partner or Co-Venturer of an Applicant who previously applied for or held a Home Improvement Contractor Registration? If Yes, search for the Home Improvement Contractor by typing the name or number in the Home Improvement Contractor box below.

Disciplinary Actions

Are you currently or have you previously been employed by a Registrar or Applicant for Registration against which disciplinary action was taken? If Yes, search for the Home Improvement Contractor by typing the name or number in the Home Improvement Contractor box below.

Formal Complaints

Have there ever been any formal complaints against you where disciplinary action was taken by the Dept. of Public Safety or Consumer Affairs, or any court judgements or arbitration awards issued against you? If Yes, enter the information that you have about the action in the boxes below.

Guaranty Fund

Do you owe any money to the Guaranty Fund? If Yes, enter the information that you have about the action in the boxes below.
HIC Reapplication Guide

21. The ‘Documents’ tab requires certifications for corporations and individuals using trade names.

a. For more information about these documents, refer to Step 3 of this guide or contact our office at (617) 973-8787 or Toll-free (888) 283-3757.
22. If all sections are highlighted green, you will be able to submit the application.
   a. Click ‘Submit Application.’

23. Read through and agree with the following statement.
24. If you have received this message, your application has been successfully submitted.

   a. You will receive an email verifying when it has been approved or rejected. You may also log in periodically to check the status of your submission.
25. When you have received your approval you will be able to log in to your account to submit your payment.
HIC Reapplication Guide

For more information, please contact our office at

Office of Consumer Affairs & Business Regulation
Home Improvement Contractor Programs
1000 Washington Street, Suite 710, Boston, MA 02118

Consumer hotline (617) 973-8787

9:00 a.m. - 4:30 p.m.

Toll-free consumer hotline (888) 283-3757