

About the ADVISOR OFFICE



Independent experts. Free of charge.

Need Help with WCB?

Do you have questions or concern about a WCB Alberta matter? Do you disagree with a WCB decision on a claim or account?

The Advisor Office is here to help.

What Do We Do?

Our office assists WCB clients (workers and employers) appeal decisions made by WCB. Our teams of Advisors provide advice and act as your representative, at no charge.

We focus on early resolution, directly addressing disagreements between workers or employers and decision-makers at WCB.

Our Advisors offer:

- **Education** – They explain WCB legislation and policy, and how it applies to your claim or account.
- **Advice and Support** – They provide advice and guidance on how to work through the WCB system. They will assist you with locating evidence to support your case.
- **Representation** – They will represent you through all three levels of appeal - the WCB Customer Service Department, the Dispute Resolution and Decision Review Body (DRDRB), and the Appeals Commission (AC). Advisors will attend hearings with you, write submissions, and make arguments on your behalf.

Independent from WCB

The Advisor Office is a program of the Government of Alberta, and is independent of WCB. Advisors provide relevant, objective, and confidential advice.

Expertise in WCB Legislation and Policy

Our Advisors have an average of 14 years of experience. They are experts in interpreting WCB legislation, policy and procedures. This helps them assess decisions related to your claim or account.

Service Eligibility

Any worker with a WCB Alberta claim, or any employer covered under WCB Alberta is eligible to access our services. We customize our advice to best meet your unique needs. The services of the Advisor Office are offered at no cost to workers or employers.

We are Here to Help

Contact us for assistance at the toll-free number below, email us at advisoroffice@gov.ab.ca, or visit our website at advisoroffice.alberta.ca.

