

# About the ADVISOR OFFICE

## WHAT DO WE DO?

- Our office helps WCB clients (workers and employers) appeal decisions made by the WCB. Our Advisors provide advice and act as your representative, at no charge.
- We focus on early resolution, directly addressing disagreements between workers or employers and WCB decision-makers.

## Our Advisors Offer

### EDUCATION

We explain WCB legislation and policy, and how it applies to your claim or account.

### ADVICE AND SUPPORT

We provide advice and guidance on navigating the WCB system and help you locate evidence to support your case.

### REPRESENTATION

We 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). Our Advisors attend hearings with you, write submissions, and make arguments on your behalf.



## Need Help with WCB ?

Do you have questions or concerns about a WCB Alberta matter?

Do you disagree with a WCB decision on a claim or account?

**The Advisor Office  
is here to help.**

### INDEPENDENT FROM WCB

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

### EXPERTISE IN WCB LEGISLATION AND POLICY

Our Advisors are highly trained professionals with in-depth knowledge of WCB legislation, policy, and procedures. They use their expertise to assess WCB decisions and recommend appropriate actions tailored to your specific 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 at no cost.

### WE ARE HERE TO HELP

Contact us for assistance at the toll-free number below, email us at [advisoroffice@gov.ab.ca](mailto:advisoroffice@gov.ab.ca), or visit our website at [advisoroffice.alberta.ca](http://advisoroffice.alberta.ca)