



What is the Advisor Office?

The Advisor Office is a new Government of Alberta program offering advice and advocacy services regarding WCB matters for injured workers and employers across Alberta. The Advisor Office is independent from WCB and our services are provided **completely free of charge**.

Advisors are experienced and knowledgeable, and consistently receive high client satisfaction ratings and positive feedback. They are committed to offering impartial expertise to guide and represent clients through WCB claims, reviews at the Dispute Resolution and Decision Review Body, and appeals at the Appeals Commission.

What services do we offer for employers?

Any employer covered under WCB Alberta or any employer trying to establish an account is eligible to access our services. We customize our advice to best meet your needs. We provide general advice, education and formal representation through the appeal process.

There is no size limit or restriction for employers that can access our support. We can assist with you issues including,

- Cost relief - to determine if claim costs should be removed from your account.
- Claim entitlements - to review if the claim should have been accepted and to ensure the claims expenses being paid are appropriate.
- Account services - to review decisions such as account granting, industry classification, combinations of experience, out of province coverage, penalties applied, or any other issues that could impact your employer account.

If you have any other issues or questions about a WCB decision please contact us via e-mail at advisoroffice@gov.ab.ca or visit our website at <http://advisoroffice.alberta.ca> for more information.