



Annual Report

2022 FOR THE
YEAR ENDED
DECEMBER 31, 2022

Automobile Insurance Rate Board
2022 Annual Report
For the Year Ended December 31, 2022



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The Honourable Travis Toews
President of Treasury Board and Minister of Finance
208 Legislature Building
10800 - 97 Avenue
Edmonton, Alberta T5K 2B6

Honourable Minister:

On behalf of the Board and staff of the Automobile Insurance Rate Board (AIRB), I am pleased to submit the AIRB's 2022 Annual Report for the year ending December 31, 2022.

Under the Board's direction, the AIRB prepared this report following section 60(1) of the Insurance Act, and it presents the AIRB's activities, results and performance during 2022. The AIRB considered all significant decisions, events and identified risks in preparing this Annual Report.

As Chair, I am accountable for the contents of this report. Where this report contains estimates and interpretive information, it represents management's best judgment.

We are committed to working collaboratively with your office to pursue the successful administration of the legislation related to the AIRB.

Sincerely,

Charlene Butler, GCB.D, MBA, B.Sc, BComm
Board Chair



Vision

Automobile insurance is accessible, equitable and sustainable for all Albertans.



Mission

The AIRB independently regulates automobile insurance rating programs and educates consumers to ensure Albertans have access to a robust automobile insurance marketplace.



Values

Accountability
Integrity
Excellence

Table of Contents

CHAIR'S REPORT	02
BOARD GOVERNANCE	03
ORGANIZATIONAL STRUCTURE	05
ACCOUNTABILITY	05
FINANCIAL STATEMENT	06
BOARD INVOLVEMENT	07
EXECUTIVE DIRECTOR'S REPORT	08
AUTOMOBILE INSURANCE MARKET	10
INSURANCE EDUCATION	13
ANNUAL REVIEW	14

Chair's Report



Charlene Butler
Chair

On behalf of the Automobile Insurance Rate Board (AIRB), I am pleased to present our 2022 Annual Report. While the AIRB was challenged with implementing legislative reforms and navigating the COVID-19 pandemic, we saw an opportunity to reimagine aspects of the AIRB, enhancing our ability to serve Alberta drivers and industry stakeholders.

In July 2022, the AIRB made two significant changes to the rate filing process with the goal of further stabilizing automobile insurance in Alberta and making the process more efficient.

1. The AIRB expanded “file and use” rate, provided by the new authorities from the 2020 legislative reforms. This change encourages insurance companies to make smaller rate changes and improves the AIRB’s efficiency when processing rate changes, reducing regulatory burden for insurance companies, and reducing meeting time and expenses.
2. The AIRB launched the new web-based Collection and Reporting System (CARS), which enhances efficiency, transparency, accountability, and security by having all aspects of filings on one platform for insurance companies. AIRB staff and insurance companies will not duplicate efforts when submitting and processing automobile insurance rate filings or paying cost recovery invoices. The process for collecting and reporting of automobile rating program filing information will also be more automated.

In September, the AIRB launched a redesign of its website to ensure all Albertans can easily access information about automobile insurance in the most convenient way possible. With this redesign, the website works better on mobile devices, allowing Albertans and insurance companies to access it anywhere. The new website is the first stage of a larger driver and industry education strategy, which will continue into 2023.

This year the AIRB began leveraging technology to support innovation and enhance data collection, which has enabled us to better follow and inform on key trends and the health of the automobile insurance marketplace. The “Rating Territories” section of the 2022 Market and Trends Report is a wonderful example of this technology in use, and I look forward to seeing more in future reports in 2023.

Expanding on this technology theme, the AIRB introduced the use of BoardEffect, an online tool enabling the Board and staff to receive board meeting material efficiently and securely. Using this tool has reduced the time needed to prepare the board meeting materials and has eliminated use of printed materials. The online portal also provides a way of sharing documents more secure than email and is available anytime.

Finally, the AIRB’s success depends on its people. I appreciate the opportunity to lead this Board of engaged professionals from diverse backgrounds. This year we saw the departure of a three-term Board member, Bill Moore. I want to give my heartfelt thanks to him for the dedication he brought to the Board and wish him well. The Board also welcomed two new members to the Board, Rita Lazar-Tippe and Christopher Bruce, who joined us in June, and are already making an impact.

I want to thank our Board members and staff for their ongoing engagement and commitment to ensuring automobile insurance is accessible, equitable and sustainable for all Albertans.

Board Governance

Relationship to Government

In October 2004, through the Insurance Act (the Act), the President of Treasury Board and Minister of Finance (Minister) and the Government of Alberta established the AIRB as an independent regulator. In this capacity, the AIRB is responsible for regulating automobile insurance rating programs in Alberta. The AIRB's functions, statutory duties and responsibilities serve all Albertans — the public, industry and government. In addition, the AIRB must exercise and perform any other powers and duties assigned to it by the Minister or prescribed by legislation or regulations.

The AIRB decisions on industry filings are made independent of government and according to the enabling legislation, including decisions on changes to rating programs and the base premium concerning the Grid.

As part of the government's "Tools for Accountability," the AIRB must submit this Annual Report along with its Business Plan to the Minister annually.

Board Governance

Following the AIRB's vision, mission, and values, it sets goals as part of the annual business planning process. These goals are the basis upon which accountability and performance are evaluated.

The AIRB comprises of nine Board Members with a broad range of expertise and experience:

- Seven Board Members appointed by the Lieutenant Governor in Council;
- A Consumer Representative appointed by the Minister; and,
- The Superintendent of Insurance, who is a non-voting member.

The Act states the Lieutenant Governor in Council also appoints the Board's chair and vice-chair.

The AIRB holds regular monthly meetings to review and rule on full filings for changes to rating programs and otherwise exercise its mandate and oversee its effective operation and fiscal responsibilities. It also holds an open meeting to carry out its Annual Review process, developing an Industry Benchmarks Schedule used in the review of insurance company filings and to adjust the base premium level for the Grid.

The AIRB's governance processes and policies outline how it will carry out its duties and ensure alignment with Alberta's Public Agencies Governance Act.

Tools for Accountability

Code of Conduct

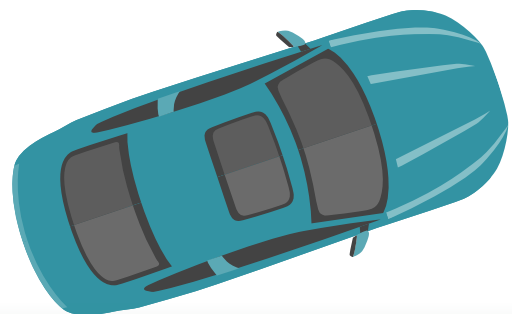
The AIRB's Code of Conduct and Ethics (Code) follows section 23.922 of the Conflict of Interest Act. It applies to all members and employees, reflects a commitment to the AIRB's values, and provides a framework to guide ethical conduct. The AIRB expects Board Members and employees to act in a way which supports this Code. To demonstrate our commitment to transparency and accountability, this Code can be viewed on our [website](#).

Charter of Expectations

The Charter of Expectations (Charter) is a governance tool used in recruiting new Board Members and as a framework to assess their performance. The Charter is reviewed annually and reaffirmed by all Board Members.

The following guiding principles provide an understanding of the roles, expectations and responsibilities of each Board Member:

- Assume, as a Board Member, the stewardship role of governing business affairs of the AIRB;
- Act in the highest ethical manner and with integrity in all personal, business and professional dealings;
- Become knowledgeable about the AIRB's mandate, responsibilities, the environment it operates in and the emerging trends and issues in the automobile insurance industry;
- Commit enough time and sufficient attention to the work of the AIRB; and,
- Act in a way that contributes to the effective operation of the AIRB.



Board Profile & Competency Matrix

The AIRB operates and only has the authority to make decisions as a group. Acting as a regulatory and quasi-judicial Board in a complex and constantly changing industry requires the AIRB to have a wealth of wisdom, experience and expertise in various disciplines.

The AIRB's Profile and Competency Matrix (Matrix) identifies the set of skills and experience required within the group to carry out the AIRB's mandate effectively. All our Board Members are respected in their field and have a proven record of accomplishment. In addition to direct experience with boards and governance, we seek to ensure our Board membership is diverse and represents Albertans.

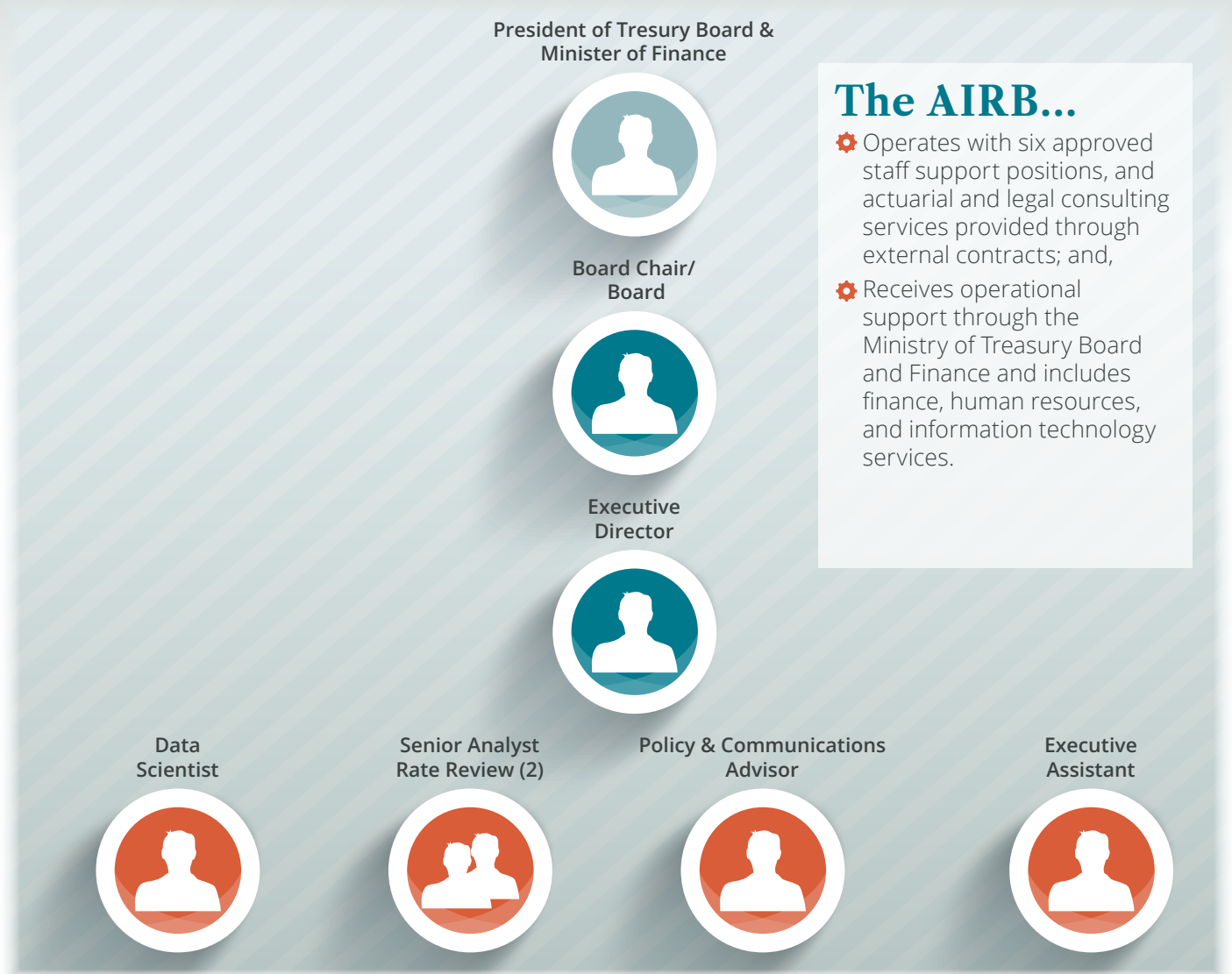
The Matrix includes personal effectiveness skills, other specialized knowledge, and relevant professional or volunteer experience that assist the AIRB in effectively carrying out its mission and mandate.

The profile of current Board Members continues to be updated as the membership of the AIRB changes. It is a tool for identifying the competencies the AIRB seeks when recruiting for vacant positions.



Board Members: Joshua Gogo, Patricia Matthews, Mark Brisson, Mathew Wesolowski, Jamie Hotte, Charlene Butler, Christopher Bruce, Rita Lazar-Tippe and Jay Jeworski

Organizational Structure



Accountability

2021-2022 Expense Breakdown

The Ministry of Treasury Board and Finance's budget includes the AIRB. The AIRB is accountable to the Minister for its overall spending.

The AIRB's operations are **fully funded through an annual industry levy** to automobile insurance companies, in accordance with the Automobile Insurance Rate Board Fees Regulation.

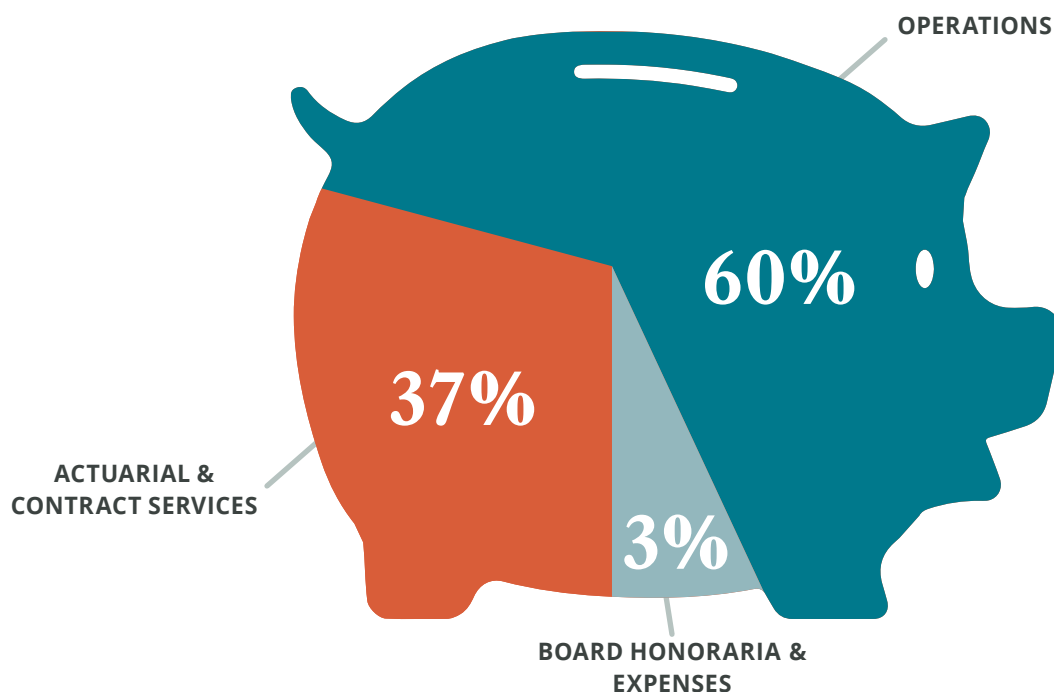
The cost of AIRB's operations for the fiscal year ended March 31, 2022, decreased 2.5 percent over the prior year as a result of decreased spending.

The AIRB levy equates to a cost of \$0.38 per vehicle written (private passenger and commercial vehicles), a slight decrease from \$0.39 per vehicle in 2021.

Financial Statement

For the period April 1, 2021 to March 31, 2022

	2020/2021 Actual	2021/2022 Actual	2021/2022 Budget
Revenue			
Annual Industry Levy ¹	1,309,000	1,309,000	1,309,000
Less Accumulated Suplus	203,937	93,686	0
Net Annual Industry Levy	\$1,105,063	\$1,215,314	\$1,309,000
Expenses			
Operations	800,145	708,805	812,580
Actuarial & Contract Services	365,190	436,641	437,770
Board Honoraria & Expenses ²	46,360	36,029	58,650
Total Expense	\$1,211,695	\$1,181,475	\$1,309,000
Surplus/ (Deficit)	(\$106,632)	\$33,839	\$0
Accumulated Suplus Beginning	203,938	93,686	93,686
Accumulated Surplus Adjustment ³	(3,620)	0	0
Accumulated Surplus End ⁴	93,686	127,525	93,686



¹ The Automobile Insurance Rate Board Fees Regulation requires insurance companies be assessed a fee based on their share of direct written automobile insurance premiums from the prior year.

² Board members are remunerated in accordance with Schedule 1 of the Part-Time Committee Remuneration Orders in Council 103/2006 and 466/2007. Expenses are remunerated in accordance with the Public Services Commissioner directive on subsistence and travel expenses.

³ The Government of Alberta's 2020/2021 financial statement included an adjustment not previously reported to the AIRB.

⁴ The AIRB is subject to the same fiscal restraint as the Government of Alberta and at times this results in a surplus. Any accumulated surplus is deducted from the next year's levy.

Board Involvement

Canadian Automobile Insurance Rate Regulators Association

The Canadian Automobile Insurance Rate Regulators Association (CARR) allows rate regulators to address current and potential regulatory challenges and work together to find common solutions where practical. CARR was formed in 2008, and the AIRB is proud to be a founding member.

The AIRB actively participates with CARR committees and initiatives to remain informed of market trends and innovations.

As an active member of all CARR committees, the AIRB suggests projects and promotes information sharing, such as updating rating profiles used nationally by rate regulators and specifically in Alberta's rate comparison tool. We also engage CARR membership on other projects aligned with AIRB priorities, including educational opportunities.



Where **Canadian Auto Insurance Rate Regulators** Converge!

General Insurance Statistical Agency

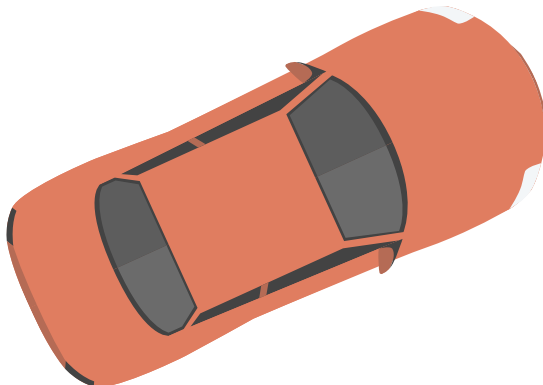
The General Insurance Statistical Agency (GISA) is the appointed statistical agent for Alberta and eight other jurisdictions with private automobile insurance regimes. GISA is a key data source for the AIRB Annual Review, market analysis and reporting. The AIRB ensures Alberta has a strong voice in the initiatives GISA undertakes.

Our Executive Director plays a key leadership role in several key GISA initiatives:

- ⚙ Supporting GISA as it continues to focus on improving its data collection; and,
- ⚙ Reporting to ensure the availability of accurate data.



The AIRB recognizes the importance of quality data to make decisions both from a regulatory and industry perspective and supports the continuous improvement of the data to meet our needs and those of stakeholders and Albertans.



Executive Director's Report



Laurie Balfour
Executive Director

Looking back on 2022, the Automobile Insurance Rate Board (AIRB) reimagined its operations to serve Albertans and insurance stakeholders better. While the COVID-19 pandemic continued affecting how we work, we were able to make good use of new opportunities, allowing us to change how the AIRB team functions. These changes have enabled us to adapt and further enhance our focus on educating Albertans while improving the efficiency of working with insurance companies.



Reimagining the AIRB

The AIRB enhanced its operations to deliver on our mandate to ensure automobile insurance is accessible, equitable and sustainable for all Albertans. The following three examples show the actions the AIRB took to streamline processes both internally and for insurance companies when rate filings are submitted, reduce costs, and update how we provide information on automobile insurance to Albertans and the insurance industry.

Expanding File & Use

On June 29, 2022, the AIRB announced significant changes to the filing guidelines for private passenger and other than private passenger vehicles. The AIRB regularly reviews its filing guidelines, streamlining the filing process and providing clarity to improve the submissions for changes to rating programs. The changes the AIRB made to the filing guidelines expanded the use of "file and use" filings for all vehicle types. As part of the Government of Alberta's 2020 reform, "file and use" filings were first limited to adopting updated CLEAR tables in spring 2021. Later they were extended to filings for implementation of Direct Compensation Property Damage, miscellaneous vehicles and insurance companies with low volume business in other classes. The expanded use of "file and use" filings also meant simplified filings were not needed and were removed from the filing guidelines, which reduced Board meeting time and cost.

These changes provided more opportunities to file and implement changes reducing cost and red tape for the AIRB and insurance companies. They also addressed the immediate need for rate due to inflationary pressures while protecting consumers from larger rate increases.

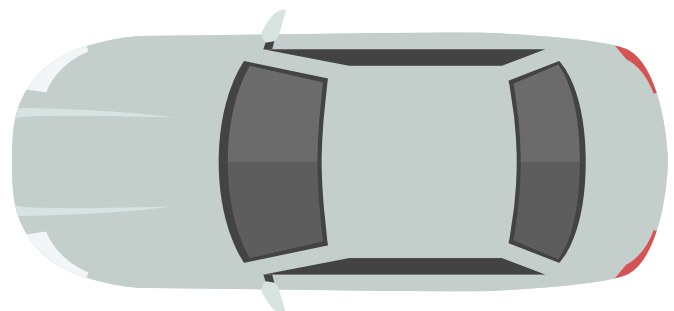
Launching the Collection & Reporting System

On July 11, 2022, the AIRB launched the new web-based Collection and Reporting System (CARS), improving efficiency, transparency, accountability, and security by having all aspects of filings on one platform for insurance companies.

CARS enabled:

- AIRB staff and insurance companies to not duplicate efforts when submitting and processing rate filings or paying cost recoveries;
- All aspects of filings to be on one online platform;
- The process for collecting and reporting rating program filing information to be more automated; and,
- Insurance companies to pay for cost recovery invoices online, should they choose, reducing paperwork.

Insurance companies saw better transparency and accountability in their filings as they could track and see the status of their submission. The security of the filing process was also enhanced as all users of the CARS website are now required to register and use the MyAlberta Digital ID for Business, replacing email as the method of submitting filing materials.



Launching the Redesigned AIRB Website

Because more Albertans are accessing the internet using mobile devices, the AIRB adjusted to this reality by launching its new website on September 6, 2022. Since 2017, the AIRB has seen a steady increase in users visiting our website using mobile devices. The AIRB had not updated its website's platform and structure since 2009 when the use of mobile devices was in its early days. We designed our new website so visitors can easily obtain information on automobile insurance from any device.

This new website also enhances the AIRB's mandate to educate Albertans, providing them with timely and accurate information about automobile insurance. Insurance industry stakeholders will also find the information they need to conduct business in Alberta more easily.

Reorganizing Operations

This year the AIRB implemented a new strategic goal to ensure we leverage technology to support innovation and enhance our data collection to inform us of key trends and the health of the automobile insurance marketplace.

In addition, looking at our future resource requirements, we considered the organizational structure required to achieve our strategic goals and restructured vacant positions to enable the hiring of a Data Scientist and a Policy and Communications Advisor.

The Data Scientist role will support the new goal by building internal capacity to review complex, non actuarial rating program changes, enhancing our analysis of market data and trends and supporting data driving projects, like the review of the Grid rating system.

The Policy and Communications role was instrumental in the launch of our new website in the fall, and laying the groundwork to lead the development of an expanded driver education strategy in the near future.



Looking Ahead to 2023

2023 looks busy as the AIRB continues to reimagine its operations, building on the previous year's work. Some things we will be working on are:

- Developing an automobile insurance education strategy, ensuring Albertans are better informed about the AIRB and automobile insurance in Alberta;
- Launching three new social media channels to complement the automobile insurance education strategy, enabling the AIRB to provide automobile insurance information to more Albertans;
- Finishing the review of the Grid rating program, ensuring any adjustments meet its intended outcome; and,
- Reviewing data for early indicators of the impact the 2020 reforms have on claims costs.

Automobile Insurance Market

The AIRB independently regulates automobile insurance rating programs and educates Alberta drivers, while ensuring access to a robust automobile insurance marketplace. The AIRB monitors industry trends and developments to inform the Government of Alberta and other industry stakeholders.

Further, the AIRB evaluates affordability, accessibility, and service quality by monitoring relevant indicators influenced by Alberta drivers' knowledge, competition, and industry trends.

Filing Decisions

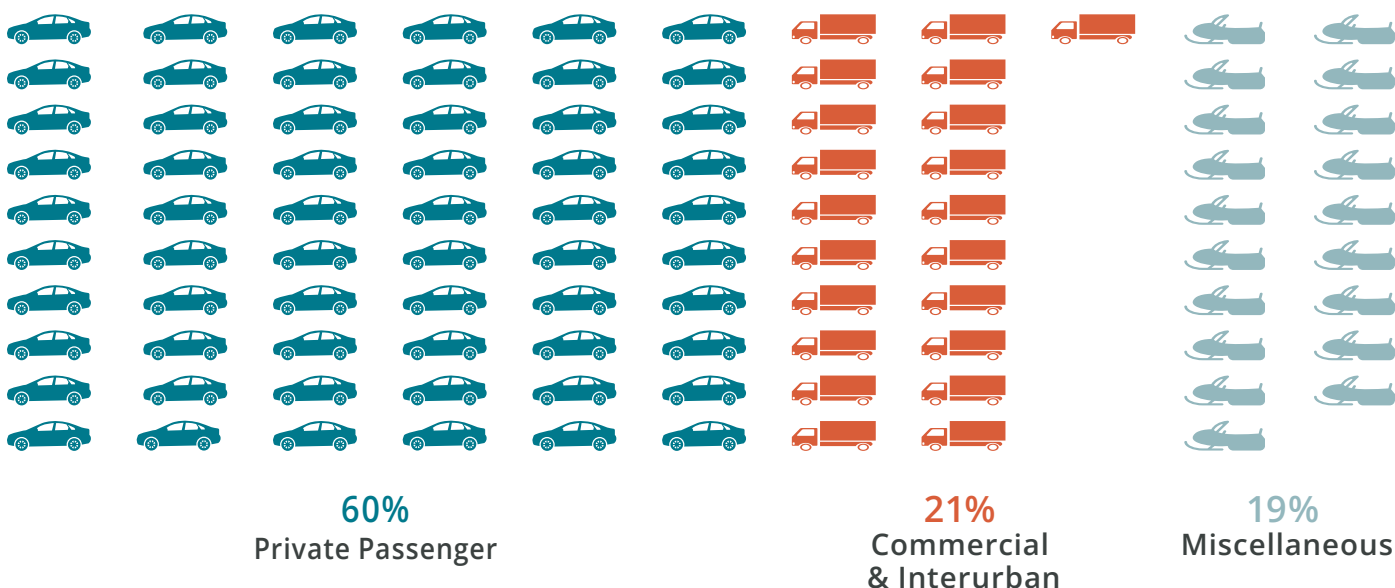
One of the AIRB's primary responsibilities is to review and approve changes to rating programs for all types of vehicles and coverages. The AIRB reviews insurance company filings and can approve, reject or amend a filing. The AIRB staff, in consultation with our actuary, scrutinize each filing. This is to ensure the request for a change to a rating program is supported and complies with the AIRB's guidelines and the applicable legislative requirements. It is common for this review to result in a change to the insurance company's request before presentation to the Board Members. The AIRB tracks the volume of filing decisions by vehicle type as one indicator of market sustainability.

In 2022, 82% of insurance company rate filings were submitted through either simplified or file and use guidelines. The rate increase is limited under these filings, resulting in stability for Alberta drivers.

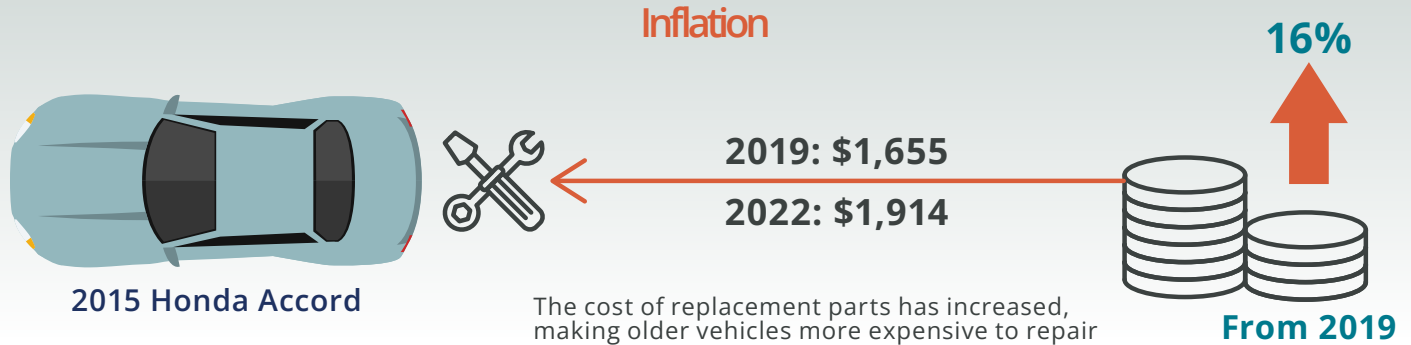
For more information, refer to Rate Changes on our [website](#). Filing decisions are updated daily, reflecting any rate changes implemented on any given day. We do not prematurely disclose information about rate filing decisions, as it might give other companies an unfair advantage over their competitors.

In 2022, the AIRB expanded the "file and use" filing guideline, reducing red tape for insurance companies and encouraging regular maintenance of all vehicle types' rating programs. Regular maintenance of a rating program minimizes rate shocks, which negatively affect drivers.

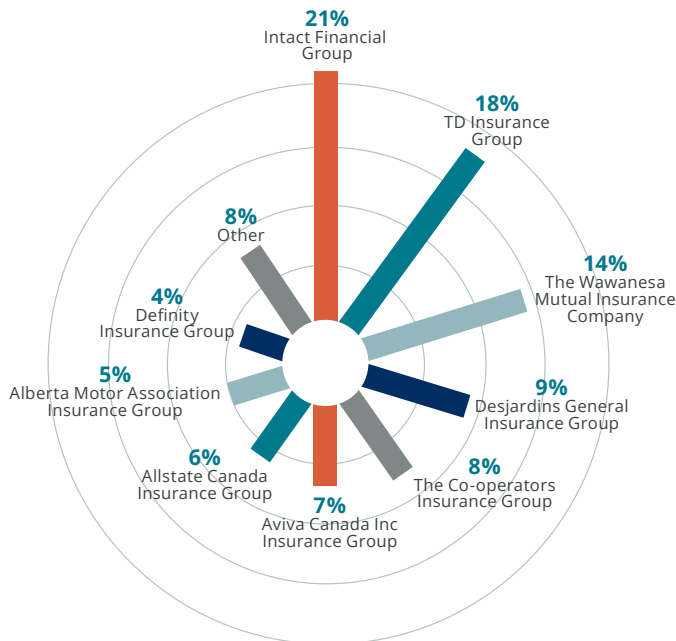
Filings by Vehicle Type



Automobile Insurance Trends

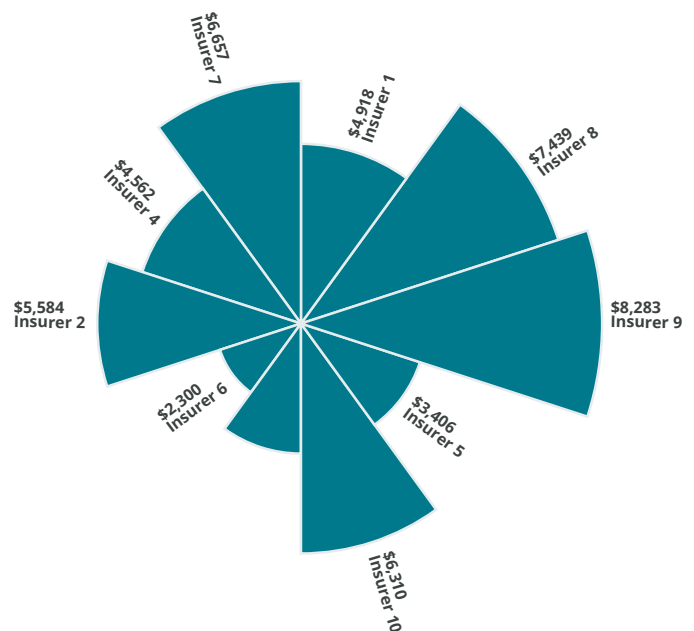


Top Private Passenger Vehicle Insurance Groups



Shop the Market

The chart highlights one example of the significant range from the minimum to the maximum premium charged by insurance companies, and how drivers benefit from shopping the market.



Top Catastrophes in Canada by Insurance Payout (in Billions)

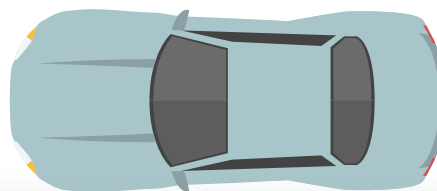


For more information on these and other trends refer to the 2022 Market and Trends report on our [website](#)

Active Automobile Insurance Companies

Direct Written Premium ('000's) for 2021

Name of Insurance Company		Name of Insurance Company	
AIG Insurance Company of Canada	14,261	Intact Financial Insurance Group	
Alberta Motor Association Insurance Company	166,027	Belair Insurance Company Inc.	75,713
Alberta Municipal Insurance Exchange	1,182	Intact Insurance Company	910,985
Allianz Global Risks US Insurance Company	206	Novex Insurance Company	6,972
Allstate Canada Insurance Group		Royal & Sun Alliance Insurance Company of Canada	69,432
Allstate Insurance Company of Canada	280,788	Unifund Assurance Company	195,098
Pembroke Insurance Company	58,336	Liberty Mutual Insurance Company	16,053
American Road Insurance Company	1,059	Lloyd's Underwriters	27,810
Arch Insurance Canada Ltd.	1,856	Mennonite Mutual Insurance Co. (Alberta) Ltd.	22
Aviva Canada Inc. Insurance Group		Millennium Insurance Corporation	51,018
Aviva General Insurance Company	46,112	Mitsui Sumitomo Insurance Company, Limited	608
Aviva Insurance Company of Canada	307,023	National Liability & Fire Insurance Company	1,537
Elite Insurance Company	14,260	Northbridge Financial Corporation Insurance Group	
S&Y Insurance Company	867	Federated Insurance Company of Canada	32,633
Traders General Insurance Company	69,119	Northbridge General Insurance Corporation	179,296
Canadian Farm Insurance Corp.	6,104	Tokio Marine & Nichido Fire Insurance Co., Ltd.	559
Canadian Northern Shield Insurance Company	1	Zenith Insurance Company	20,673
Chubb Insurance Company of Canada	32,442	Old Republic Insurance Company of Canada	11,275
Continental Casualty Company	12,438	Optimum West Insurance Company Inc.	7,886
Co-operators Insurance Group, The		Peace Hills General Insurance Company	133,034
Co-operators General Insurance Company	466,496	Portage la Prairie Mutual Insurance Company, The	29,770
Cumis General Insurance Company	9,799	Protective Insurance Company	830
Sovereign General Insurance Company, The	24,855	Sentry Insurance A Mutual Company	66
Definity Insurance Group		S&G CANADA Insurance Services Ltd.	95,576
Definity Insurance Company	271,601	Starr Insurance & Reinsurance Ltd.	36
Sonnet Insurance Company	63,869	TD Insurance Group	
Desjardins General Insurance Group		Primum Insurance Company	223,867
Certas Direct Insurance Company	27,848	Security National Insurance Company	802,609
Certas Home and Auto Insurance Company	208,044	TD Home and Auto Insurance Company	10,762
Personal Insurance Company, The	154,267	Travelers Insurance Group	
Echelon Insurance	9,184	Dominion of Canada General Insurance Company, The	111,014
Electric Insurance Company	61	St. Paul Fire and Marine Insurance Company	6,442
Everest Insurance Company of Canada	12,993	Travelers Insurance Company of Canada	11,739
Fortress Insurance Company	130	Wawanesa Mutual Insurance Company, The	776,543
Genesis Reciprocal Insurance Exchange	4,429	XL Specialty Insurance Company	2,544
Gore Mutual Insurance Company	1	Zurich Insurance Company Ltd.	24,180
Hartford Fire Insurance Company	278		
HDI Global Specialty SE	5,236		



Insurance Education

The AIRB's main responsibility is regulating Alberta's automobile insurance rating programs. We also ensure Albertans can access information to make knowledgeable choices about automobile insurance.

The AIRB's mission statement confirms the priority and requirement to focus on educating Albertans.

"The AIRB independently regulates automobile insurance rating programs and educates consumers to ensure Albertans have access to a robust automobile insurance marketplace."

The AIRB also seeks feedback from Albertans in several ways:

- ⚙ Telephone and e-mail inquiries;
- ⚙ The Consumer Representative's surveys;

Rate Comparison

Alberta's private insurance delivery system benefits Albertans by providing choice and flexibility over their coverage and the premium they pay for insurance.

The AIRB website provides a comprehensive interactive rate comparison tool, which allows Albertans to compare insurance companies' rates for a sample number of driving profiles and geographical locations. While this tool does not provide pricing for a specific driver, its purpose is to:

- ⚙ Demonstrate the wide range of premiums available for the same coverage; and,
- ⚙ Show how shopping the market for rates may result in a lower premium.

Insurance Information

The AIRB [website](#) includes a wide range of information, such as ways to lower your premiums, factors affecting your premiums, comparing rates, a Grid calculator, and links to insurance companies.

- ⚙ Invitation to attend Annual Open Meeting;
- ⚙ Presentations on automobile insurance and shopping the market; and,
- ⚙ Ensuring insurance information is available and up to date on our website.

The AIRB believes it is important to provide Albertans with information about the costs of claims, the factors influencing their premiums, and the actions they can take to reduce their premiums. A list of the top ten reasons why premiums increase is available on our website. The AIRB regularly reviews information for Alberta drivers on its website, updating or adding content to ensure Albertans have access to factual information on automobile insurance.

Albertans should be aware insurance companies compete not only on premiums but also on services and products. Therefore, a premium should not be the only determining factor when selecting an insurance company. If a driver is not satisfied with the premium for their automobile insurance, the AIRB encourages comparative shopping. Albertans can contact an insurance broker, agent, or one of the many companies with online quoting tools.



Annual Review

Under Section 9 of the Automobile Insurance Premiums Regulation, the AIRB conducts an Annual Review of automobile insurance trends, premiums and costs relating to basic and additional coverage for private passenger vehicles. The Annual Review considers industry experience of claims costs, administrative expenses, profitability, and other matters the AIRB believes appropriate.

In early 2022, the AIRB requested its consulting actuary, Oliver Wyman Limited (Oliver Wyman), to complete an analysis of industry experience for the period ending December 31, 2021. The AIRB posted Oliver Wyman's preliminary report to our website on June 24, 2022, for review by stakeholders. The AIRB provided stakeholders with an opportunity to respond to this report at an open meeting held on August 18, 2022, by written submission, presentation or through the AIRB Consumer Representative. At the open meeting, the AIRB heard from Oliver Wyman, the Consumer Representative and five industry stakeholders.

Consumer Representative

As part of the Annual Review process, the AIRB contracted a consulting and research firm to conduct an independent and impartial review of Alberta drivers' perceptions of automobile insurance. This was done on behalf of the Consumer Representative, Mr. Mathew Wesolowski, using a social media panel and telephone survey. The AIRB also considered Albertans' specific concerns and information from other provinces, traffic safety trends, and other data.

The results through the combined surveys included the following:

- ⚙ The percentage of Albertans who feel their premiums are not fair and reasonable decreased from 80% in 2021 to 63% in 2022;
- ⚙ The percentage of Albertans who are aware some Alberta drivers are facing premium increases decreased slightly from 89% in 2021 to 86% in 2022;
- ⚙ The percentage of Albertans who indicated awareness of factors contributing to the rising cost of automobile insurance increased over 2021 results; and,
- ⚙ More than 75% of Albertans surveyed were aware of actions they could take to reduce their premiums.

The AIRB considered the information received at the open meeting and the written submissions, and then requested Oliver Wyman to update its preliminary report based on this feedback.

The AIRB published its "Annual Review Report" of its findings on September 30, 2022, which included the Consulting Actuary's report, Consumer Representative's report and the approved Industry Benchmarks Schedule.

The Annual Review Report can be found on our [website](#).

In addition to the Annual Review, the AIRB conducts a Semi-Annual Review between January and March, resulting in an updated Industry Benchmarks Schedule to review insurance companies' filings for April 1 to September 30.

In 2022, the Consumer Representative also conducted four online focus groups each targeting different demographics and regions – seniors, youth, urban and rural. Each of the 28 focus group participants engaged in open discussions of their opinions of automobile insurance in Alberta and discussions to correct misinformation or impressions the participants had. The insights heard from these focus groups was invaluable to the Consumer Representative in writing a report of his findings.

These findings were presented to the AIRB at its open meeting in August. Mr. Wesolowski's report, including his observations, is available on our [website](#).

**Automobile Insurance Rate Board**

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