

Who to Contact

General or Claim Questions About Your Auto Insurance?

Step 1: Broker or Agent

The first point of contact is the broker, or agent who sold you your auto insurance. Brokers and agents will represent you and your best interests, and may offer advice on resolving issues or addressing concern about your auto insurance.

Step 2: Insurer

If your concerns were not addressed or you were not able to reach a resolution with your broker, or agent, your next step is to contact your insurer's Complaint Liaison Officer or Ombudsperson.



Step 3: General Insurance OmbudService

If your insurance broker, agent, or insurer's representative has not resolved your concerns, the next step is to contact the General Insurance OmbudService (GIO). The GIO is an independent organization helping Albertans resolve their concerns, questions, or disputes with their auto insurer by providing mediation services, free of charge. More information about the GIO and how their process works is available on their website.

Note: The GIO does not provide support on premium/ pricing concerns.



giocanada.org

Questions About Auto Insurance Regulation?

Premiums/ Shopping the Market

Automobile Insurance Rate Board (AIRB)

If your concern is about AIRB rules and processes used to regulate the calculation of automobile insurance premiums.



AIRBfordrivers.ca



AIRB@gov.ab.ca



780-427-5428 or

Toll-free within Alberta 310-0000 then the number

Market Conduct of an Insurer

Superintendent of Insurance

If your concern is about how the auto insurance system operates, your experience obtaining coverage, or resolving a claim.



TBF.Insurance@gov.ab.ca



780-427-8322 or

Toll-free within Alberta 310-0000 then the number

Market Conduct of a Broker, Agent or Adjuster

Alberta Insurance Council (AIC)

If your concern is about the services you received from a broker, agent, or independent adjuster.



info@abcouncil.ab.ca



1-800-461-3367

AIRB AUTOMOBILE
INSURANCE
RATE BOARD