



Who Do I Contact?

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SERVICE ALBERTA

Service Alberta, Consumer Programs and Consumer Investigations Unit, work to ensure a fair marketplace for both buyers and sellers. We investigate consumer complaints, enforce consumer protection legislation, license and register regulated businesses and charitable organizations. Our department provides an appropriate regulatory framework and informs consumers and businesses of their rights and responsibilities.

Service Alberta provides resources on a number of topics, including the ones noted here. To see these resources go to <http://www.servicealberta.ca/consumer-protection.cfm>.

Consumer Investigations Unit investigates complaints from the public about consumer transactions – transactions between people and businesses covered by the laws for which Service Alberta is responsible. We do not investigate disputes between businesses. Our attention is focused on investigations where a business has frequently broken the law or where a large number of consumers are affected. The first step in any complaint process is to talk with one of our Information Officers in the Consumer Contact Centre.

The **Consumer Contact Centre** provides information on dozens of topics including landlord/tenant disputes, making purchases over the Internet and lodging a consumer complaint.



SERVICE ALBERTA CONTACTS

Consumer Contact Centre

780-427-4088 in Edmonton or
Toll-free in Alberta at 1-877-427-4088

Residential Tenancy Dispute Resolution Service (RTDRS)

RTDRS is an alternative to court for landlords and tenants to use if they have a dispute about an issue under the *Residential Tenancies Act* (RTA).

The decision of the Tenancy Dispute Officer is binding and has the authority of a court order. You do not need a lawyer to make an application.

Edmonton: 780-644-3000

Calgary: Toll-free: 310-0000 (then 780-644-3000)
www.rtdrs.alberta.ca

ADDITIONAL CONTACTS:

Call toll-free - Dial 310-0000

To connect toll-free in Alberta to any Alberta government office, dial 310-0000 followed by the area code and phone number of the office you wish to reach.

Queen's Printer Bookstore

Alberta Queen's Printer publishes, markets and distributes Alberta's Statutes, Regulations, Alberta Gazette, Alberta Rules of Court and select legislative related publications in paper and electronic formats. The Act(s) and regulation(s) may be purchased from the Queen's Printer Bookstore and are also free to download in the "pdf" or "html" formats.

10611 - 98 Avenue
Edmonton, Alberta T5K 2P7
Phone: 780-427-4952
www.qp.alberta.ca

Service Alberta - Personal Information Protection Act

The Service Alberta Privacy and Assessing Information website provides information to help businesses, non-profit organizations, and

professional regulatory organizations to comply with Alberta's *Personal Information Protection Act* (PIPA). PIPA Information line: toll-free In Alberta, dial 310-0000 first then 780-644-PIPA (7472)
<http://servicealberta.ca/3059.cfm>

Registry Agents

Alberta registry agents are a network of community based service centres offering one-stop shopping for a wide range of registration, information, and licensing services on behalf of the Government of Alberta.

<http://servicealberta.ca/registry-agents.cfm>

Yellow Pages under Licence and Registry Services
780-427-7013 in Edmonton or 310-0000 (then dial the number)

AUTOMOTIVE BUSINESSES

Resource:

- *Odometer Fraud*

Alberta Motor Vehicle Industry Council (AMVIC)

Businesses involved in the buying, selling, or leasing, repair and maintenance of automobiles, trucks, or recreation vehicles in Alberta must be licensed by AMVIC.

Edmonton: 780-466-1140

Toll-free in Alberta:

- Investigations: 1-877-279-8200
- Licensing: 1-877-979-8100

www.amvic.org

Canadian Motor Vehicle Arbitration Plan (CAMVAP)

CAMVAP is a program for disputes between consumers and vehicle manufacturers. Alleged manufacturing defects or implementation of the manufacturer's new vehicle warranty can be put before a neutral third party (arbitrator) for resolution.

Edmonton area 780-439-9359

Toll-free: 1-800-207-0685

www.camvap.ca

Alberta Transportation

Vehicle Inspection Program

This program identifies and removes unsafe vehicles from the road to prevent vehicle failure on Alberta's highways and reduce collisions that may result in injuries or death.

780-427-8901 (dial Toll-free 310-0000)

www.transportation.alberta.ca/547.htm

CEMETERIES

Consumer Contact Centre

780-427-4088 in Edmonton or

Toll-free in Alberta at 1-877-427-4088

Director of Cemeteries

Service Alberta

3rd Floor, Commerce Place

10155 - 102 St

Edmonton, AB T5J 4L4

CHARITIES

Consumer Contact Centre

780-427-4088 in Edmonton or

Toll-free in Alberta at 1-877-427-4088

Resource:

- *Charitable Fund-raising*
- *Charitable Organizations That Solicit Donations*

Canada Revenue Agency (CRA)

The Charities Directorate of the CRA registers qualifying organizations as charities, gives technical advice on operating a charity, handles audit and compliance activities, and provides donors with relevant information about donating to charities.

Toll-free 1-800-267-2384

<https://www.canada.ca/en/revenue-agency/services/charities-giving/charities.html>

Alberta Gaming

The Alberta Gaming and Liquor Commission licenses and manages charitable gaming activities in Alberta (bingo, casino, raffle, and pull-ticket events).

St. Albert: 780-447-8600

www.aglc.ca

Charity Central

They provide charity law information and resource materials (in English and French) to registered charities to help them comply with the requirements of the *Income Tax Act*.

1-888-587-4438

www.charitycentral.ca

CONDOMINIUMS

Consumer Contact Centre

780-427-4088 in Edmonton or

Toll-free in Alberta at 1-877-427-4088

Resource:

- *Owning a Condominium*
- *Purchasing a Condominium*

Canadian Condominium Institute (CCI)

CCI, a non-profit corporation, promotes the interest of condominium owners, boards of directors, managers, governmental authorities, lenders and others.

North Alberta

780-453-9004

www.cci-north.ab.ca

South Alberta

403-253-9082

<https://ccisouthalberta.com/>

Canada Mortgage and Housing Corporation (CMHC)

CMHC provides mortgage loan insurance, mortgage-backed securities, housing policy and programs, and housing research.

1-800-668-2642 - National Call Centre

<https://www.cmhc-schl.gc.ca/en>

Bild Alberta

Bild Alberta is the voice of the residential construction industry in the province.

1-800-661-3348

www.chbaalberta.ca

Alternate Dispute Resolution Institute of Alberta

Promotes and champions the extensive use of appropriate dispute resolution skills and practices through education, accreditation and service to its members.

1-800-232-7214

www.adralberta.com

COOPERATIVES

Consumer Contact Centre

780-427-4088 in Edmonton or

Toll-free in Alberta at 1-877-427-4088

Resource:

- *Cooperatives Act*

Director of Cooperatives

Service Alberta

3rd floor, Commerce Place

10155 – 102 Street

Edmonton, AB T5J 4L4

CREDIT, COLLECTION & DEBT REPAYMENT

Consumer Contact Centre

780-427-4088 in Edmonton or

Toll-free in Alberta at 1-877-427-4088

Resources:

- *Bill Collection and Debt Repayment*
- *What Creditors Can Do If You Don't Pay*
- *Your Credit Report*

Money Mentors

Money Mentors provides credit counselling and money coaching.

Toll-free in Alberta: 1-888-294-0076

www.moneymentors.ca

Maintenance Enforcement Program (MEP)

Info Line - call 780-422-5555 in Edmonton or

310-0000 for Toll-free access anywhere in Alberta.

Clients require their seven digit MEP account number and Personal Identification Number (PIN) when using the Internet service or calling.

http://justice.alberta.ca/programs_services/mep/Pages/default.aspx

Alberta Treasury Board and Finance

The Alberta **Superintendent of Financial**

Institutions is responsible for all the financial sector regulatory compliance activities performed by the offices of Financial Sector Regulation and Policy.

780-427-8322

http://www.finance.alberta.ca/business/fin_inst/

Financial Consumers Agency of Canada (FCAC)

FCAC is an independent body working to protect and inform consumers of financial products and services.

1-866-461-3222

<https://www.canada.ca/en/financial-consumer-agency.html>

Superintendent of Bankruptcy

For debtors and creditors, they explain the

bankruptcy and insolvency process and provide the information to manage their situations.

Toll-free: 1-877-376-9902

www.ic.gc.ca/eic/site/bsf-osb.nsf/eng/home

Credit reporting agencies:

- **Equifax Canada Inc.**
1-800-465-7166
www.consumer.equifax.ca/home/en_ca
- **TransUnion of Canada Inc.**
1-800-663-9980
<https://www.transunion.ca/>

**ELECTRICITY &
NATURAL GAS CONTRACTS**

Consumer Contact Centre

780-427-4088 in Edmonton or
Toll-free in Alberta at 1-877-427-4088

Resource:

- *Electricity and Natural Gas Contracts*

**Office of the Utilities Consumer
Advocate (UCA)**

UCA provides information, advice, and represents consumer interests in Alberta's electricity and gas markets.

Toll-free in Alberta: 310-4UCA (310-4822)
www.ucahelps.alberta.ca

**Rural Utilities Division - *Rural Utilities Act*
Alberta Agriculture and Rural Development**

The Division administers the *Rural Utilities Act*, which guides the establishment and business management for approximately 280 rural gas, electric and water associations in the province.

780-427-0944
www.agric.gov.ab.ca

Department of Energy

Edmonton 780-427-0265
Toll-free in Alberta dial 310-0000 first
www.energy.gov.ab.ca

Alberta Utilities Commission (AUC)

AUC regulates investor-owned electric, gas and water utilities, and some municipally owned electric utilities, ensuring safe, affordable and reliable utility service.

Edmonton 780-427-4901

Calgary 403-592-8845

Dial 310-0000 then number for toll free access

www.auc.ab.ca/Pages/Default.aspx

FRANCHISES

Consumer Contact Centre

780-427-4088 in Edmonton or
Toll-free in Alberta at 1-877-427-4088

Resource:

- *Franchises in Alberta*

Canadian Franchise Association (CFA)

CFA promotes excellence in franchising and works with all levels of government to ensure the development of industry-made solutions.

Toll-free: 1-800-665-4232
<https://www.cfa.ca/>

International Franchise Association (IFA)

IFA members include franchise companies in over 100 different business format categories, individual franchisees and companies that support the industry in marketing, law and business development.

202-628-8000
www.franchise.org

FUNERAL SERVICES

Consumer Contact Centre

780-427-4088 in Edmonton or
Toll-free in Alberta at 1-877-427-4088

Director of Funeral Services

Service Alberta
3rd Floor, Commerce Place
10155 - 102 St
Edmonton, AB T5J 4L4

Alberta Funeral Services Regulatory Board (AFSRB)

AFSRB provides, and encourages its members to provide full information to consumers so they can make informed decisions about the purchase of funeral services.

Edmonton: 780-452-6130
Toll-free in Alberta: 1-800-563-4652
www.afsrb.ab.ca

HOME RENOVATIONS

Consumer Contact Centre

780-427-4088 in Edmonton or
Toll-free in Alberta at 1-877-427-4088

Resource:

- *Home Renovations*

Canada Mortgage and Housing Corporation (CMHC)

CMHC provides information to help assess requirements before starting a home renovation project.

Edmonton: 780-423-8700
Calgary: 403-515-3000
Toll-free in Alberta: 1-877-499-7245 - Prairie & Territories Business Centre
<https://www.cmhc-schl.gc.ca/en/developing-and-renovating>

Consumer Information

This site provides consumers with access to decision-making tools, calculators and other resources.
www.consumerinformation.ca

Bild Alberta

Bild Alberta provides information about planning home renovations and hiring a contractor.
Edmonton: 780-424-5890
Toll-free: 1-800-661-3348
www.chba.ca

IDENTITY THEFT

Resource:

- *Identity Theft*

Service Canada

Service Canada offers single-window access to a wide range of Government of Canada programs and services.

Replacement Social Insurance Number (SIN) card
1-800-206-7218

(You will be asked to prove your identity and status in Canada.)

<https://www.canada.ca/en/services/finance/fraud.html>

Immigration and Citizenship Canada

Issues citizenship certificate or permanent resident card.

1-800-255-4541

<http://www.cic.gc.ca/english/index.asp>

Passport Canada

1-800-567-6868

<http://www.cic.gc.ca/english/passport/index.asp>

Visit the nearest Canadian government office if you are outside Canada.

Credit reporting agencies:

- **Equifax Canada Inc.**
1-800-465-7166
www.consumer.equifax.ca/home/en_ca
- **TransUnion of Canada Inc.**
1-800-663-9980
www.transunion.ca

Canadian Anti-Fraud Centre (CAFC)

The Canadian Anti-Fraud Centre (CAFC) is the central agency in Canada that collects information and criminal intelligence on such matters as mass marketing fraud, advance fee fraud, Internet fraud and identification theft complaints.

Toll-free: 1-888-495-8501
<http://www.antifraudcentre-centreantifraude.ca/index-eng.htm>

Office of the Information and Privacy Commissioner of Alberta (OPIC)

Toll-free: 1-888-878-4044
www.oipc.ab.ca

Office of the Privacy Commissioner of Canada

Toll-free: 1-800-282-1376
<https://www.priv.gc.ca/en/contact-the-opc/>

OTHER CONTACTS

Auctioneers' Association of Alberta (AAA)

AAA deals with laws and issues affecting the auction industry.

Red Deer: 403-340-2070
<http://www.albertaauctioneers.com/>

Resource:

- *Auctions - Buying and Selling*

Better Business Bureau (BBB)

BBB exists so consumers and businesses alike have an unbiased source of reference. The BBB provides educational information and advice that is free of charge and easily accessible.

Central and Northern Alberta

Edmonton: 780-482-2341
Toll-free: 1-800-232-7298
<https://www.bbb.org/edmonton/>

Southern Alberta and East Kootenays

Toll-free in Southern Alberta: 1-800-221-6690
<https://www.bbb.org/calgary>

The Business Link - Alberta's Business Information Centre

Business Link is Alberta's entrepreneurial hub. They are a non-profit organization that helps people start their own businesses. If you've got an innovative idea and the motivation to take the next step, they will give you the tools to make your business idea a reality, and connect you with the most relevant small business resources.

Edmonton 780-422-7722
Toll-free in Alberta: 1-800-272-9675
<http://businesslink.ca/>

Canada Business - Government Services for Entrepreneurs

They provide business with the resources it needs to grow and prosper, including a wide range of information on government services, programs and regulations.

1-888-576-4444
www.canadabusiness.ca

Innovation, Science and Economic Development Canada (ISED)

ISED promotes the interests and protection of Canadian consumers.

Toll-free: 1-800-328-6189
<http://www.ic.gc.ca/eic/site/icgc.nsf/eng/home>

Advertising Standards Canada (ASC)

ASC helps to ensure the integrity and viability of advertising through industry self-regulation.

Toronto Office: 416-961-6311
www.adstandards.com/en

INSURANCE

Insurance Bureau Canada (IBC)

IBC has consumer information centres in each of its regional offices to address your specific questions.

IBC is able to assist victims of disasters with helpful tips and information.

1-844-227-5422

www.abc.ca

Alberta Insurance Council (AIC)

The AIC can provide the following information:

- Whether an individual or company is authorized to act as insurance agent, broker, or adjuster in Alberta;
- The type of insurance a certificate holder or company is allowed to conduct;
- Whether or not they have been subject to a disciplinary action.

Toll-free in Alberta: 1-800-461-3367

www.abcouncil.ab.ca

Superintendent of Insurance

The Office of the Superintendent of Insurance regulates and creates policy for the insurance market in the province. They ensure that Albertans have affordable access to the insurance coverage they require, monitor the effectiveness of the market, and respond to the needs of the province and its citizens. Edmonton: 780-427-0348 - dial 310-0000 first then the number for toll-free access.

<http://www.finance.alberta.ca/business/insurance/>

Surety Association of Canada (SAC)

SAC is committed to the continued development and use of surety bonds throughout all jurisdictions of Canada.

Calgary: 403-612-4070

www.surety-canada.com

INTERNET SHOPPING

Consumer Contact Centre

780-427-4088 in Edmonton or

Toll-free in Alberta at 1-877-427-4088

Resource:

- *Internet Shopping*
- *Internet and Mobile Devices Safety and Social Media Tips*

Canadian Anti-Fraud Centre

The Canadian Anti-Fraud Centre (CAFC) is the central agency in Canada that collects information and criminal intelligence on such matters as mass marketing fraud, advance fee fraud, Internet fraud and identification theft complaints.

1-888-495-8501

<http://www.antifraudcentre-centreantifraude.ca/index-eng.htm>

Canadian Marketing Association (CMA)

CMA promotes industry growth, development and education.

416-391-2362

Toll-free: 1-800-267-8805

www.the-cma.org

Canadian Bankers' Association (CBA)

The CBA advocates for effective public policies that contribute to a sound, successful banking system that benefits Canadians and Canada's economy.

1-800-263-0231

www.cba.ca

Consumer Information

This site provides consumers with access to decision-making tools, calculators and other resources.

343-291-3280

www.consumerinformation.ca

Competition Bureau

819-997-4282

Toll-free: 1-800-348-5358

<http://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/home>

Royal Canadian Mounted Police (RCMP)

The RCMP is the Canadian national police service and an agency of the Ministry of Public Safety Canada.

613-993-7267

www.rcmp-grc.gc.ca/scams-fraudes/index-eng.htm

LANDLORD & TENANT

Consumer Contact Centre

780-427-4088 in Edmonton or

Toll-free in Alberta at 1-877-427-4088

Resource:

- *Information for Landlords*
- *Information for Tenants*
- *Renting a Mobile Home Site*
- *RTA Handbook*
- *Quick Reference Guide*

Residential Tenancy Dispute Resolution Service (RTDRS)

RTDRS is an alternative to court for landlords and tenants to use if they have a dispute about an issue under the *Residential Tenancies Act* (RTA).

The decision of the Tenancy Dispute Officer is binding and has the authority of a court order. You do not need a lawyer to make an application.

Edmonton: 780-644-3000

Calgary: Toll-free: 310-0000 (then 780-644-3000)

www.rtdrs.alberta.ca

Provincial Court of Alberta

Obtain the booklet: "Application under the *Residential Tenancies Act* and *Mobile Home Sites Tenancies Act*

- Instructions for Landlords and Tenants" and follow all the instructions

<https://albertacourts.ca/pc/areas-of-law/civil/forms>.

Landlord and Tenant Advisory Board (LTAB)

LTAB provides advice and information to residential tenants and landlords to address tenancy issues and ensure that both tenants and landlords are aware of their rights and obligations under the *Residential Tenancies Act*.

Edmonton: 780-496-5959

www.edmonton.ca (search Landlord or Tenant)

Central Alberta Community Legal Clinic

403-314-9129

1-877-314-9129

www.communitylegalclinic.net

Landlord Associations:

Calgary Residential Rental Association

403-265-6055

www.crra.ca

Alberta Residential Landlord Association

780-413-9773

<http://www.albertal landlord.org/>

Additional Contacts:

Laws for Landlords and Tenants in Alberta

www.landlordandtenant.org

Canada Mortgage and Housing Corporation (CMHC)

CMHC provides mortgage loan insurance, mortgage-backed securities, housing policy and programs, and housing research.

Your Guide to Renting a Home

Toll-free: 1-800-668-2642

<https://www.cmhc-schl.gc.ca/en/co/reho/index.cfm>

LEGAL RESOURCES

Centre for Public Legal Education of Alberta (CPLEA).

The CPLEA is comprised of a multi-disciplinary team of lawyers, librarians, teachers, and web specialists. They use a collaborative approach to develop materials and strategies for teaching people about the law.

780-451-8764
www.cplea.ca

Legal Aid Alberta (LAA)

Alberta Law Line

The Alberta Law Line is a program of LAA that provides free legal information, referrals, and advice to Albertans over the phone. All calls are confidential.

Toll-free: 1-866-845-3425
www.legalaid.ab.ca/Pages/default.aspx

Law Society of Alberta

Alberta Lawyer Referral Service

The Law Society of Alberta is the self-governing association of all practising lawyers in the province of Alberta. It is financed and maintained by lawyers at no cost to the public or to the government.

Toll-free: 1-800-661-9003 or
Calgary: 403-229-4700
www.lawsociety.ab.ca

Grande Prairie Legal Guidance

Free legal information and advice for low to moderate income people who have a legal issue and do not qualify for Legal Aid.

780-882-0036
http://www.gplg.ca/

Edmonton Community Legal Centre

Free legal information and advice to people in the Edmonton Area.

780-702-1725
http://www.eclc.ca/

Calgary Legal Guidance

Free legal advice to individuals in Calgary who are experiencing financial hardship.

403-234-9266
http://clg.ab.ca/

Central Alberta Community Legal Clinic

Free legal services to people who do not qualify for Legal Aid and who cannot afford a lawyer.

403-314-9129
1-877-314-9129
http://www.communitylegalclinic.net/about-us/

Lethbridge Legal Guidance

Free legal assistance, information, and advocacy to individuals experiencing financial difficulties who do not qualify for legal aid.

403.380.6338
http://www.lethbridgelegalguidance.ca/

Medicine Hat Legal Help Centre

Free legal information and advice for low to moderate income people who do not qualify for Legal Aid.

Phone: 403-712-1021
http://www.mhlhc.ca/contact-us/

LICENSING

Consumer Contact Centre

780-427-4088 in Edmonton or
Toll-free in Alberta at 1-877-427-4088

Resource:

- *Licensing and Registering Your Business*

BizPal

Provides information on permits and licences that are needed to establish and run a business.

http://bizpal.alberta.ca

The Business Link

Edmonton: 780-422-7722

Toll-free: 1-800-272-9675

<http://businesslink.ca/>

MOBILE HOME SITE RENTING

Consumer Contact Centre

780-427-4088 in Edmonton or

Toll-free in Alberta at 1-877-427-4088

Resource:

- *Renting a Mobile Home Site*

REAL ESTATE

Alberta Real Estate Association (AREA)

AREA is a non-profit provincial industry organization that represents the interests and concerns of 11 regional real estate boards and more than 10,000 REALTOR® member associates and brokers.

1-800-661-0231; www.areahub.ca

Alberta Real Estate Foundation (AREF)

The Alberta Real Estate Foundation funds initiatives related to education and research, housing affordability, land stewardship and environment and industry leadership to benefit the industry and people of Alberta.

Calgary: 403-228-4786

<http://aref.ab.ca/>

Real Estate Council of Alberta (RECA)

RECA is an independent, non-government agency, responsible for regulating real estate, mortgage brokers, and real estate appraisal professionals under the *Real Estate Act* of Alberta.

Calgary: 403-228-2954

Toll-free in Alberta: 1-888-425-2754

www.reca.ab.ca

SENIORS

Seniors

Alberta Supports Contact Centre

Edmonton Area: 780-644-9992

Toll-free in Alberta: 1-877-644-9992

<http://www.seniors-housing.alberta.ca/seniors/>

Deaf & Hear Alberta

Deaf, hearing and interpreting services, ASL classes and equipment sales.

Toll-free (voice): 1-866-471-2805

<http://deafandhearalberta.ca/>

Oak-Net - Older Adult Knowledge Network

Provides information on how Canadian law protects and affects older adults.

www.oaknet.ca

TELECOMMUNICATIONS

Canadian Radio-television and Telecommunications Commission (CRTC)

The CRTC is an independent public organization that regulates and supervises the Canadian broadcasting and telecommunications systems.

Toll-free: 1-877-249-CRTC (2782)

www.crtc.gc.ca/eng/home-accueil.htm

Commission for Complaints for Telecommunications Services (CCTS)

CCTS is an independent organization dedicated to working with consumers and telecommunications service provider to resolve complaints relating to telecommunications services.

Toll-free: 1-888-221-1687

www.ccts-cprst.ca

