



Who Do I Contact?

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SERVICE ALBERTA

Service Alberta, Consumer Programs and Investigation Services, works 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. Consumer Awareness, Research and Education provides resources and materials on a wide range of topics free of charge. For more information visit our website at www.servicealberta.ca.

Service Alberta provides resources on a number of topics, including the ones noted here. To see these resources go to www.servicealberta.ca>Consumer Information>Resources - Consumer Information.

Investigation Services 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.

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 Queens' 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

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.

www.servicealberta.ca>Alberta Registry Agents
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 manufacturers' 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

Cemeteries Act**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
www.cra.gc.ca/charities

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:

- *Buying and Owning 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
www.cci.ca/southalberta

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
www.schl.ca/

Office of the Information and Privacy Commissioner - *Personal Information Protection Act* - FAQs for Condominium Corporations

This website provides information to help businesses, non-profit organizations, and professional regulatory organizations to comply with Alberta's *Personal Information Protection Act* (PIPA).

780-644-PIPA (7472)

Toll-free In Alberta, dial 310-0000 then 780-427-5848

<http://servicealberta.ca/pipa/documents/CondoFAQs.pdf>

Canadian Home Builder's Association Alberta (CHBA)

CHBA is the voice of the residential construction industry in the province.

1-800-661-3348

www.chbaalberta.ca

Alberta Arbitration and Mediation Society (AAMS)

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.aams.ab.ca

COOPERATIVES

Consumer Contact Centre

780-427-4088 in Edmonton or

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

Resource:

- *Cooperatives Act*

Cooperatives Act

Director of Cooperatives

Service Alberta

3rd floor, Commerce Place

10155 – 102 Street

Edmonton, AB T5J 4L4

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

Credit Union Act

Alberta Finance and Enterprise

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.

780-427-5064

www.finance.alberta.ca

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/families/mep/Pages/default.aspx

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

www.fcac-acfc.gc.ca

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
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

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

www.auc.ab.ca

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

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

Funeral Services Act

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

www.cmhc-schl.gc.ca/en/co

Canadian Consumer Information Gateway

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

www.consumerinformation.ca

Canadian Home Builders' Association (CHBA)

CHBA 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

www.servicecanada.gc.ca

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

Citizenship and Immigration Canada (CIC)

Issues citizenship certificate or permanent resident card.

1-800-255-4541

www.cic.gc.ca

Passport Canada

1-800-567-6868

www.pptc.gc.ca

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 CAFC is Canada's central fraud repository that collects information and criminal intelligence on fraud schemes, mass marketing fraud, that target mass victims.

Toll-free: 1-888-495-8501

www.antifraudcentre.ca

**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

www.privcom.gc.ca

**Industry Canada - Office of
Consumer Affairs (OCA)**

OCA promotes the interests and protection of Canadian consumers.

Toll-free: 1-800-328-6189

www.strategis.ic.gc.ca

INDUSTRY CONTACTS

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

**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

Alberta Insurance Council (AIC)

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.

Edmonton: 780-421-4148

Calgary: 403-233-2929

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

www.abcouncil.ab.ca

**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

**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.

Edmonton: 780-427-8901

Toll-free: 310-0000 then dial 780-427-8901

www.transportation.alberta.ca

Auctioneers' Association of Alberta (AAA)

AAA deals with laws and issues affecting the auction industry.

Red Deer: 403-340-2070

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

www.edmonton.bbb.org

Southern Alberta and East Kootenays

Calgary: 403-517-4222

Toll-free in Southern Alberta: 1-800-661-4464

<http://calgary.bbb.org>

The Business Link - Alberta's Business Information Centre

The Business Link is a not-for-profit organization supported by the Government of Canada and the Government of Alberta. While most services are free, a small fee may apply to certain publications, seminars and other enhanced services.

Edmonton 780-422-7722

Calgary: 403-221-7800

Toll-free in Alberta: 1-800-272-9675

www.canadabusiness.ab.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

INSURANCE

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.

Edmonton: 780-421-4148

Calgary: 403-233-2929

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.

780-422-1592
www.finance.alberta.ca/business/insurance/index.html

Surety Association of Canada (SAC)

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

905-677-1353

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*

Canadian Anti-Fraud Centre

The CAFC is Canada's central fraud repository that collects information and criminal intelligence on fraud schemes, mass marketing fraud, that target mass victims..

1-888-495-8501

www.antifraudcentre.ca

Canadian Marketing Association (CMA)

CMA promotes industry growth, development and education.

416-391-2362

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

Canadian Consumer Information Gateway

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

613-946-2576

www.consumerinformation.ca

Competition Bureau

819-997-4282

Toll-free: 1-800-348-5358

www.competitionbureau.gc.ca

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 and Tenants*
- *Renting a Mobile Home Site*

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 in Provincial Court of Alberta under the *Residential Tenancies Act* and *Mobile Home Sites Tenancies Act*—Instructions for Landlords and Tenants" and follow all the instructions www.albertacourts.ab.ca/pc/civil/publication/rta.pdf

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)

Fort McMurray (Regional Municipality of Wood Buffalo)

780-743-5000

www.woodbuffalo.ab.ca/landlord

Red Deer: Central Alberta Community Legal Clinic (CACLC)

403-314-9129

www.communitylegalclinic.net

Landlord Associations:

Calgary Residential Rental Association

403-265-6055

<http://crra.ca>

Edmonton Apartment Association (EAA)

780-413-9773

www.eaa.ab.ca

Additional Contacts:

Laws for 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: 1-888-668-2642

www.cmhc-schl.gc.ca (click Consumers)

LEGAL RESOURCES

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.

Edmonton: 780-644-7777

Toll-free: 1-866-845-3425

www.legalaid.ab.ca/about/programs/Pages/albertalawline.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: 1-800-661-1095 or

Calgary: 403-228-1722

www.lawsociety.ab.ca

Legal Resource Centre of Alberta (LRC)

The LRC 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.legalresourcecentre.ca

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

www.canadabusiness.ab.ca

Surety Association of Canada (SAC)

The SAC is committed to the continued development and use of surety products (guarantee the performance of a contract) throughout all jurisdictions of Canada.

905-677-1353

www.surety-canada.com

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*

Modular Housing Association Prairie Provinces (MHAPP)

The Modular Housing Association Prairie Provinces represents all aspects of the modular housing industry.

780-429-1798

www.mhaprairies.ca/home.aspx

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.

403-228-4786

Toll-free in Alberta 1-800-520-2485

www.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

www.seniors.alberta.ca

Deaf & Hard of Hearing Society

Deaf or hearing impaired with TDD/TTY units.

In Alberta:

Toll Free TTY/Voice: 1-877-711-3447

Toll Free Fax: 1-877-818-3447

Telus VRS: 403-002-0013

Text Messaging: (587) 989-3447 (local number)

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

Commissioner 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

