

Consumer Protection & Assistance

Better Business Bureau (BBB)

- a non-profit that helps consumers find and recommend businesses they can trust.
- is a leader in consumer support services including complaints, customer reviews, advertising reviews and education.

BBB will only review complaints which are

- **not** in litigation when filed with BBB
- **not** resolved by a previous court action, arbitration, or settlement between the parties

Telephone: 604-682-2711

Toll Free: 1-888-803-1222

www.bbb.org/en/ca/local-bbb/bbb-of-mainland-bc

BC Housing (formerly Homeowners Protection Office)

Telephone: 604-646-7050

Toll-Free: 1-800-407-7757

www.bchousing.org/licensing-consumer-services

BC Human Rights Tribunal (BCHRT)

Telephone: 604-775-2000

Toll-Free: 1-888-440-8844

The B.C. Human Rights Tribunal is an independent, quasi-judicial body created by the B.C. Human Rights Code. The Tribunal is responsible for accepting, screening, mediating, and adjudicating human rights complaints. The Tribunal offers the parties to a complaint the opportunity to try to resolve the complaint through mediation. Respondents have an opportunity to respond to a complaint and to apply to dismiss a complaint without a hearing. If the parties do not resolve a complaint and the complaint is not dismissed, the Tribunal holds a hearing.

<http://www.bchrt.bc.ca/tribunal/index.htm>

Consumer Protection BC

- is the regulator of a variety of sectors and specific types of consumer transactions in British Columbia.
- license and inspect regulated businesses, respond to consumer inquiries, investigate alleged violations of consumer protection laws and educate consumers and businesses about their rights and responsibilities

Toll Free: 1-888-564-9963

www.consumerprotectionbc.ca

Condominium Home Owners Association of BC (CHOA)

CHOA is a consumer based non-profit association that promotes the understanding of strata property living and the interests of strata property owners.

- provide professional advisory services based on individual strata needs.

- offer education, publications, resources and support for our members.

- actively assist members, and the strata industry, to help make strata living a positive experience.

CHOA members include strata corporations, individual owners, and businesses that serve the strata industry, strata related associations and governmental agencies from all across British Columbia.

<https://www.choa.bc.ca/>

Financial Consumer Agency of Canada

- *The Financial Consumer Agency of Canada (FCAC) ensures federally regulated financial entities comply with consumer protection measures, promotes financial education and raises consumers' awareness of their rights and responsibilities.*

Toll Free (English): 1-866-461-3222

Toll Free (French): 1-866-461-2232

Telephone: 613-960-4666

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

Insurance Bureau of Canada (IBC)

- *IBC consumer resources – brochures; information about dispute resolution and how insurers use credit information; and campaigns and studies conducted by IBC – are designed to help you understand your insurance options. IBC represents the companies that insure your home, car and business.*

Telephone: 604-684-3635

Toll-Free: 1-844-227-5422

www.ibt.ca/bc

General Insurance OmbudService (GIO)

The GIO is an independent organization that offers a free service to assist consumers with disputes they have with their insurance company on home or business insurance coverage. The GIO typically deals with complaints involving claims, interpretation of policy coverage, and policy handling.

Toll Free: 1-877-225-0446

www.giocanada.org

ICBC - Insurance Corporation of British Columbia

- *Autoplan & licensee inquiries or procedures*

Telephone Numbers:

General Inquiries: 604-661-2800 / 1-800-663-3051

Complaint about ICBC, please call Customer Relations Department:

Toll Free (BC): 1-888-378-3773.

Fraud/Witness: 604-661-6844 / 1-800-661-6844

Report a Claim: 604-520-8222 / 1-800-910-4222 (*can also be reported online*)

www.icbc.com

Office of the Information and Privacy Commissioner for BC (OIPC)

- *is independent from government and monitors and enforces British Columbia's Freedom of Information and Protection of Privacy Act (FIPPA) and Personal Information Protection Act (PIPA). FIPPA allows access to information held by public bodies (such as ministries, universities and hospitals) and determines how public bodies may collect, use and disclose personal information. PIPA sets out how private organizations (including businesses, charities, associations and labour organizations) may collect, use and disclose personal information.*

Telephone (Victoria area): 250-387-5629.

Telephone (GVRD): 604-660-2421 .

Toll-Free: 1-800-663-7867

<https://www.oipc.bc.ca/>

Ombudsperson (in B.C.)

- Has jurisdiction over Crown corporations such as ICBC

Telephone: 250-387-5855

Toll Free: 1-800-567-3247

www.bcombudsperson.ca

Ombudservice for Life and Health Insurance (OLHI)

Canada's independent complaint resolution and information service for consumers of Canadian life and health insurance.

- resolve insurance complaints about life, disability, employee health benefits, travel, and investment products such as annuities and segregated funds.

- provide general information about life and health insurance.

- bilingual services are free and available to any consumer whose insurance company is an OLHI member.

Canadian law requires most life and health insurance companies to be members of an independent dispute resolution service.

OLHI no longer accepts general information phone calls about insurance products or companies.

Instead, they offer all this information on www.olhi.ca

Vancouver Island Strata Owners Association (VISOA)

The Vancouver Island Strata Owners Association (VISOA) provides services to all stratas (apartments, condominiums, townhomes, bare land stratas) owners and associate members in British Columbia. It is an independent, non-profit organization that was formed in 1973 and is supported solely by membership fees. Membership is open to all residential/business strata corporations that have registered with the B.C. Land Title Office as well as individual owners and non-owner associate members.

Telephone: 250-920-0688

Toll Free: 1-855-388-4762

<https://www.visoa.bc.ca/>

Vehicle Sales Authority of British Columbia (VSA)

Regulates motor vehicle dealerships, agents, and salespersons

Telephone: 604-574-5050

Toll Free: 1-877-294-9889

www.mvsabc.com