

WCB-Alberta 2010 highlights

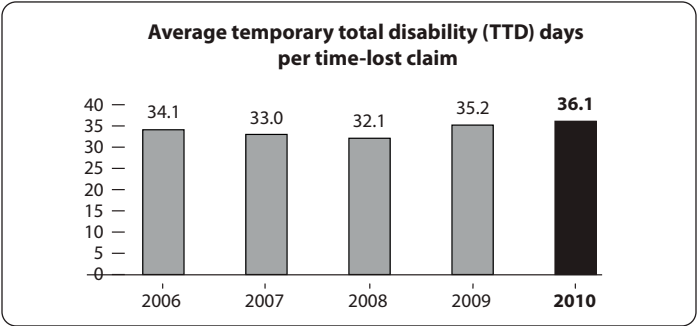
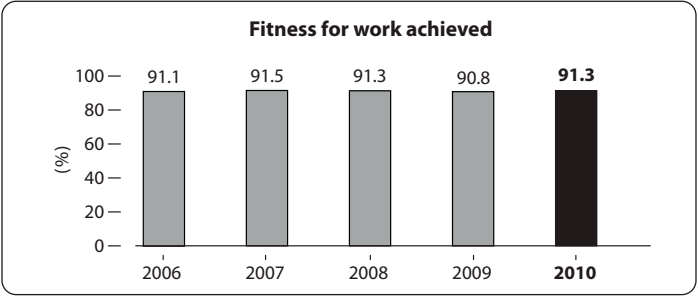
WCB's vision: **Albertans working—a safe, healthy and strong Alberta**

	2010	2009	2008
• Total claims administered:	184,921	202,445	212,555
• Ineligible time-lost claims:	9.6%	8.4%	7.5%
• Fatality claims accepted:	136	110	166

	Workers covered	New claims reported	Time-lost claims	Time-lost claim rate*	Disabling-injury rate*
2006	1,649,736	181,159	38,500	2.3	4.0
2007	1,744,522	175,297	35,900	2.1	3.6
2008	1,830,749	167,896	32,800	1.8	3.4
2009	1,730,758	140,198	27,100	1.6	2.8
2010	1,708,197	135,024	25,500	1.5	2.7

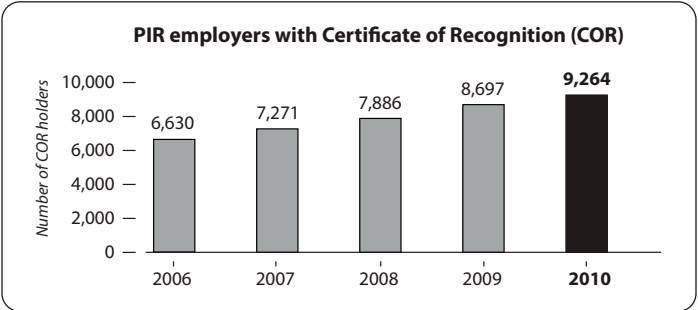
* Per 100 workers

Return to Work



Leveraging Prevention

- **Employers registered with WCB: 139,343** (2009: 137,273)
- **2010 Partnerships in Injury Reduction (PIR) program**
 - Program participants, representing \$36.7 billion in insurable earnings, received \$78.7 million in PIR rebates.
 - Participants had a 33.6% lower loss-ratio than non-participants.

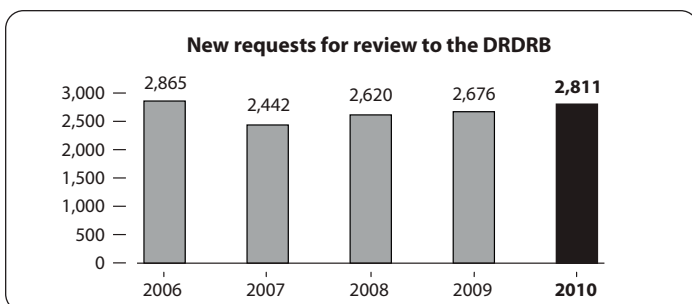


Over →

Commitment to Fairness

	Satisfaction with fairness of decisions*		Overall satisfaction with WCB services*	
	Workers	Employers	Workers	Employers
2006	80.6%	65.8%	76.9%	92.3%
2007	81.1%	68.1%	77.0%	86.4%
2008	80.9%	71.9%	78.4%	88.3%
2009	81.5%	68.1%	78.1%	89.6%
2010	81.2%	68.5%	78.2%	84.9%

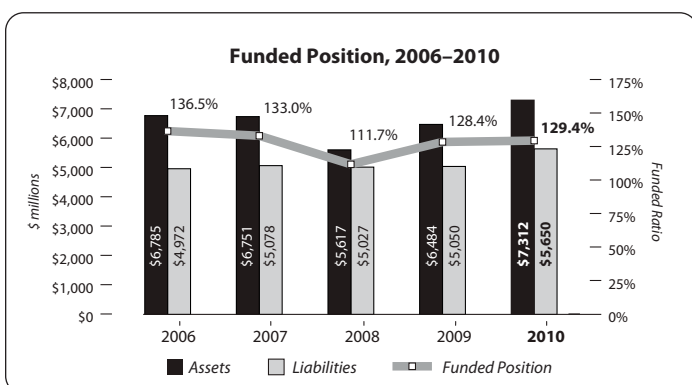
*Numbers reflect satisfied or very satisfied responses. Neutral responses are not included.



- WCB administered 184,921 claims
- 2,811 claims had a new Request for Review to the Dispute Resolution and Decision Review Body (DRDRB).
- 89% of DRDRB reviews were completed in 40 days.
- 68% of completed DRDRB reviews did not go on to appeal at the Appeals Commission.
- The Appeals Commission overturned 465 (29.7%) of the cases it heard.
- 2,195 new client requests were managed through our free Office of the Appeals Advisor (OAA) service. 1,297 issues were resolved, 247 issues were withdrawn, and members of the OAA represented clients at 491 hearings.

Financial Stability

- **Average premium rate:** \$1.32 per \$100 of insurable earnings. \$1.31 was the average collected in 2010. The average rate set for 2011 is \$1.22.
- **Claim costs:** \$1,093.9 million (2009: \$704.7 million)
- **Premium revenue:** \$1,031.5 million (2009: \$908.5 million)



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WCB Information > Our accountability and reporting framework