

Transcript – Zack Bennett: Fort McMurray ENG

<https://www.tdinsurance.com/claims/tips-and-advice/fort-mcmurray-fire-testimonial/>

In May 2016, devastating wildfires caused 80,000 residents of Fort McMurray, Alberta to evacuate with only minutes of warning.

Last year I had just moved into my house, which was a brand new house at the time. And, I was really looking forward to basically enjoying the summer. I was at work on my day shift and I looked towards town.

And I could see smoke billowing up. I looked at my phone and I had a bunch of text messages from different people and they're like "The city's on fire". And I didn't think because I was in Parsons Creek which was at the complete other side of town.

Plus, the other side of the river away from the fire. I was like, there's no way I'm going to be affected so I ended up evacuating and going north. And it was the next day, in the evening, my cell phone notified me. It said, "We've detected motion on your camera." And I pulled out my camera and I looked at it and there was smoke pouring in through my front door.

SUPER: TD Insurance was first on the ground, days before the city was open to the public.

SUPER: We immediately mobilized over 500 employees to support more than 3,000 customers on a 24/7 basis.

Driving through the community, it was almost like a bomb dropped. Burnt down homes. Little kids' bicycles. That was one of the biggest scenes that really got you to understand the severity of it.

[hopeful music]

Right from the beginning, I always said, somebody has to be the first person to move back into their house. And, I said, "Why not me?"

Our initial goal is to make sure that they're safe. Allowing them to see you're more than just an insurance company. You're a person and you have feelings and you care for them and the relationship grows on to more of a personal relationship, rather than a business relationship.

To have all these people working together to try and help me get back home is a great feeling and such a relief when you can get back into your own home and start to get back to your regular life.

Well today, his furniture came in and he's putting things up. He's enjoying the moment and he's soaking it in. He will not be spending another night out of his home again. This is a house. This is a home. A happy place. You can't buy that.

[happy music]

SUPER: The Fort McMurray catastrophe created 5,400 TD Insurance claims, with over 160 families completely losing their homes.

SUPER: As of March 2017, over 93% of claims in Fort McMurray have been resolved.

SUPER: TD is committed to helping the residents of Fort McMurray rebuild their community over the long-term.