

TD Insurance  
Auto Claims Experience

**VO: So you've reported an accident...**

You've reported an accident.

**VO: We're here to help put you back in the driver's seat.**

We're here to help put you back in the driver's seat.

**VO: Let's walk through the claims experience, so you know what to expect.**

Repairs  
Rentals  
Track Your Claim

**VO: Once a claim has been opened, one of our dedicated advisors will be there for you every step of the way.**

A dedicated TD Insurance advisor will be there for you.

**VO: Our first step is estimating the damage and repairs required to get your car back on the road.**

TD Insurance Auto Centre  
Our first step is to have a Certified Repair Technician estimate the damage and repairs required.

**VO: We can schedule an appointment at one of our innovative TD Insurance Auto Centres at a time that is convenient for you.**

We can schedule an appointment at a time that is convenient for you.

**VO: There, we can walk you through the claims process, have a Certified Repair Technician repair your car, and – depending on your coverage, provide a rental– all in one stop!**

We can walk you through the claims process, repair your car and depending on your coverage, provide a rental – all in one stop.

**VO: And, exclusive for TD Insurance customers, by using a TD Insurance Auto Centre, your repairs are guaranteed as long as you own the car and remain insured with us.**

Exclusive for TD Insurance customers.  
Repairs guaranteed.  
Certified Repair Technician

**VO: Prefer to deal with your own repair shop? That's fine too.**

Prefer to deal with your own repair shop?  
Joe's Shop  
That's fine too.

**VO: We can help you make an appointment at one of our trusted repair shops through the TD Insurance network, where your repairs are also guaranteed for as long as you own the car and remain insured with us.**

Trusted repair shops through the TD Insurance network.  
Certified Repair Technician

**VO: We can also schedule one of our expert appraisers to inspect your car if needed.**

We can also schedule one of our expert appraisers to inspect your car if needed.

**VO: If you've brought your car to one of our TD Insurance Auto Centres, we can set you up with a rental car – depending on your coverage.**

Rental

We will reserve a rental that fits your needs.

**VO: Your dedicated TD Insurance claims advisor will stay in touch with you every step of the way and will gather information to resolve your claim quickly.**

Your dedicated TD Insurance Claims Advisor will stay in touch with you and will gather information to resolve your claim quickly.

**VO: And, we know time is important to you, so TD Insurance introduced a Claims Tracker, so you can feel confident seeing your claim progress, from the moment it's opened to the moment it's closed.**

And, we know time is important to you, so TD Insurance introduced a claims tracker.

Claim Opened > Damage Evaluation > Repair in Progress > Vehicle Ready > Claim Closed

**VO: You can stay informed by securely accessing your claim's progress on MyInsurance or by downloading the TD Insurance Mobile App.**

You can stay informed by securely accessing your claim's progress on MyInsurance or by downloading the TD Insurance Mobile App.

**VO: Car accidents can be stressful, but the claims experience doesn't have to be. Let us make it easy for you every step of the way. That's what confidence feels like.**

Car accidents can be stressful.

Let us make it easy for you every step of the way.

That's what confidence feels like.