

Real Life Story Transcript – Ken Merchant

<https://www.tdinsurance.com/claims/real-insurance-stories/>

Nobody expects that
they're gonna have an accident
and go off the road
because they're dehydrated.

Insurance is for those things
you don't think of.

I'm Ken Marchant.
I'm a retired software executive.
These days, uh, I take care of
my grandkids, write poetry.

And the accident happened
first thing in the morning.

my son Alex had been out, um,
foraging for mushrooms in the morning.

We collected our fill and got in the car
and decided to go for breakfast.
Came around a corner
and lost consciousness,

and the next thing I remember,
I was waking up in a ditch.

I guess Alex
must have been dehydrated, and...

seems to have just greyed out,
and drove off the road

Fortunately, everybody was safe.

TD Insurance was responsive
and communicative and, uh,
you know, treated me as a human.

You hear horror stories
about people getting ripped off
by their insurance company.

And so, I was setting myself up for
a big, deep, hard negotiation.
The adjuster saw the car and said,
yeah, it's a write-off.

The whole thing was handled completely,
end-to-end, within ten days.

TD Insurance reimbursed my son
for the car seats that were in the car.

Living rurally in the Ottawa valley,

your vehicle is your lifeline.

It gets you to your job,
gets your kids to school.

The car accident took that away.

Alex uses that car because it was
the safest car for our grandkids to drive.

TD Insurance is, uh, you know,
very, very accommodating
about having the whole family
on one insurance policy.

The preparedness
and the professionalism really enhances

the confidence you have
in an insurance company.