

co-op



Leashing a CAT

2016 Fort McMurray
Wildfire

Corporate Structure



1. Based on DWP for 2017. Source: MSA P&C and L&H Researcher.

2. Based on assets under management at December 31, 2017. Source: Top 40 Money Managers, Benefits Canada

Voting Question #1

What was the costliest natural disaster in the world from 1980 to 2017?

- 1 - 2005 Hurricane Katrina
- 2 - 2011 Japan Earthquake/Tsunami
- 3 – 2016 Fort McMurray Wildfire
- 4 – None of These



Fort McMurray, Canada

May 3, 2016 Fort McMurray Wildfire, "The Beast"



“The Beast” Video Clip #1



The first images are devastating
The emotional and financial toll is
enormous



6 neighbourhoods & 2400
homes are destroyed

ABASAND



Voting Question #2

What is the most significant natural disaster risk facing your insurance members?

- 1** - Wildfire
- 2** - Hurricane or Flood
- 3** - Earthquake
- 4** - Other

Our Response – First Steps

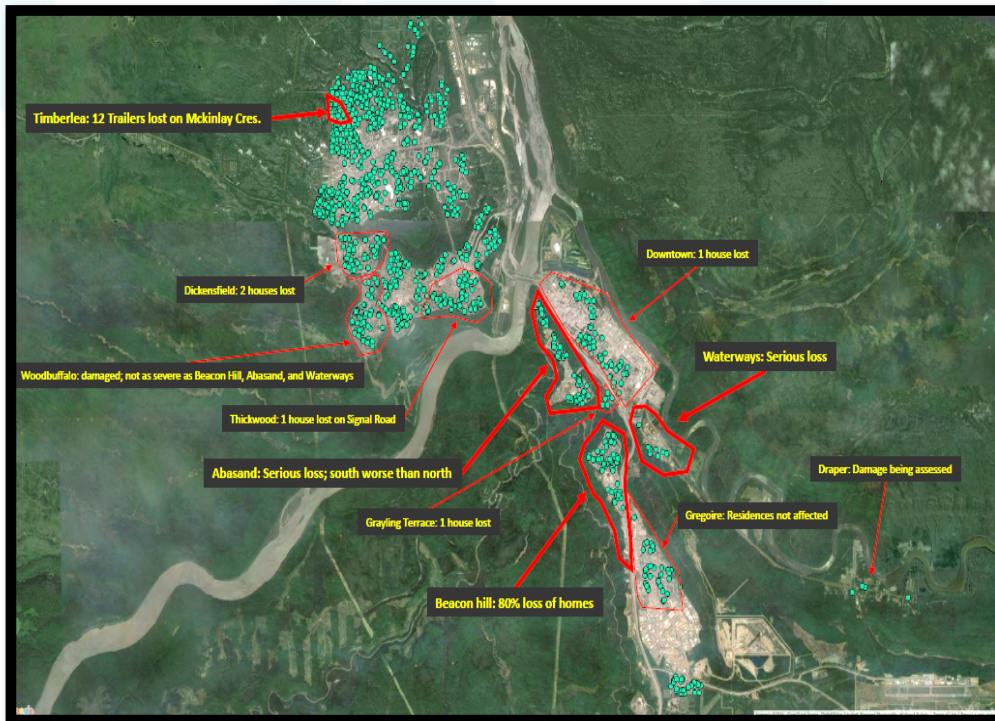
- Set up disaster queue in our Claims Contact Centre
- Use technology proactively reach out to clients (Email alerts, auto diallers, social media, twitter, facebook, website)
- Mobilize major event teams and property teams
- Within 24 hours, set up in all evacuation centres



The Co-operators @The_Cooperator

#FortMacFire evacuees: We're on the ground @ multiple locations to support you & your loved ones. We're here to help: theco-op.ca/1TaWegi

The Co-operators Exposure



| | |
|--|---------|
| <i>People evacuated</i> | 90,000 |
| <i>Structures Lost</i> | 2400 |
| <i>Co-op Claims</i> | 5068 |
| <i>Co-op Clients – lost their home or business</i> | 301 |
| <i>Co-op Partial/Moderate Home Damage</i> | 3000 |
| <i>Co-op Incurred</i> | \$375 M |

Evacuation Centres

- Our claims staff were located in 11 evacuation centres and 3 sales offices
- By May 16 (2 weeks in) paid \$9.9 M in living expenses to clients



"One little girl, about 3 years old was so excited because the teddy bear she got inside of the backpack was just like the one she had to leave at home..."



Challenges We Faced



- Size and Complexity of Event
- Length of Evacuation & Isolated Location
- Social Media

“Plans are useless but planning is indispensable”

Size and Complexity of the Event

- The event was MASSIVE for us
- Technology: Segmenting Work and Finding Resources for initial response and for long term claims handling
- Post catastrophic inflation
- Coverage Interpretation and CAT Forum
 - Extended living expense coverage for clients beyond our policy wording
- Emotional & Physical Fatigue

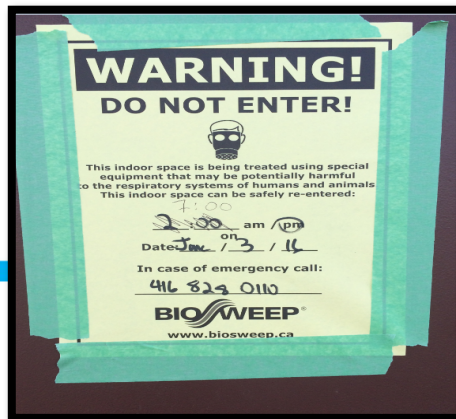
Length of Evacuation & Isolated Location

- Concern for Community means being in Fort McMurray
- Locate & rent claims office space. Furnish It. Buy supplies and equipment
- Find hotels and pay in advance!



Length of Evacuation: Educating Clients

- Fort McMurray was not the same town
- How to prepare for re-entry
- What to take with them
- What to do when they arrived at their home
- Non-perishable Food and Water



Social Media

Our thoughts are w/ those impacted by [#ymmfire](#) & we're working hard to support our clients.

Andrea Huncar CBC  @andreahuncar

Just heard from The Co-operators and they have agreed to cover Florence Maeko's rental car. cbc.ca/beta/news/cana... #ymmfire #cbc #yeg



The Co-operators @The_Cooperators · 27 May 2016

[#ymmfire](#) evacuees - we've extended 'prohibited use' coverage from Jun 1-15.
Get the facts: bit.ly/1TKBL4z



The Co-operators
@The_Cooperators

Following

We're experiencing higher than normal call volumes in our claims response centres. Pls keep trying. We're working on resolving this issue.

10:28 AM - 5 May 2016



How much did “The Beast” cost?

- ✓ \$9.9 billion dollars total (direct & indirect costs)
- ✓ \$3.6 billion dollars insured loss

Voting Question #3

Does your company offer insurance coverage that would allow a member who lost their home to rebuild with sustainable or resilient building materials?

1 - Yes

2 - No

Co-operators Team Video Clip #2



Thank you!