

TD rallies to help customers after Super Storm Sandy

As Super Storm Sandy roared toward the Eastern Seaboard, experts predicted an epic storm, prompting evacuations and wide-scale shut downs. By the time it was over, millions were without power, thousands without homes, and countless others faced life-changing hardship.

Nearly 1000 of TD's 1300 locations were closed at the storm's peak. Working around the clock to get employees back to work and customers back in business, TD teams on both sides of the border had 90% of TD locations serving customers within a week, dispatching mobile banking units to the hardest hit areas.

TD waived fees on consumer and small business deposit accounts, credit cards and early Certificate of Deposit (CD) withdrawals. We also paid for expedited delivery of debit and credit cards to customers in need. Likewise, TD Auto Finance offered a disaster hardship program to impacted customers who requested assistance regarding their monthly automobile payment.

To help communities rebuild and recover, TD Bank Group and the TD Charitable Foundation donated \$500,000 to the American Red Cross the day after the storm. At the local level, TD employees put the interests of others above their own as they helped out wherever they could.

"People would walk in and just cry, and I have to be honest, I cried with them," said Debby Rumbolo, Ortleigh Beach, New Jersey Branch Manager, who also had three feet of water in her home. "They didn't want you to be a banker, they wanted you to be a person, and to understand."



At times when our locations can't conduct business as usual, we dispatch our new Mobile Banking Centers. Launched in 2013 and modeled after mobile command centers used by first responder organizations, the 40-foot units include teller stations, a pair of ATMs, independent power and communications capabilities, and are equipped with retractable solar panels that power the interior lighting.