

## Recovering After a Wildfire

*Lisa Dillingham, COUNTRY Financial Client:* We get a lot of fire threats out here. This time it was much different. There were fires coming in every direction. It's probably going to take our home.

We called COUNTRY Financial, and they right away said, "Don't worry."

*Tarah Sussman, COUNTRY Financial Insurance Agent:* When a natural disaster hits like this, people are in a state of panic. My focus was making sure that my clients had the information that they needed, so they were confident and comfortable moving forward.

*James Dillingham, COUNTRY Financial Client:* After the fire, as we crept closer to our property, there was nothing left, just piles of rubble. The motions were, wow, okay, now what do we do?

*Lisa Dillingham:* Oh, it's just gone.

*James Dillingham:* And then we got with Chuck, our primary adjuster.

*Lisa Dillingham:* Everybody needs a Chuck Whitlock on their team. He is a voice of calmness. He was very transparent. Like, this is what you have, this is what we can help you with.

*Chuck Whitlock, COUNTRY Financial Claim Adjuster:* My mindset is what if it was my home that was gone? What would I do? What would I need?

*James Dillingham:* So, our new house, we love it. We were the first ones on Butte Falls Highway to get into our house.

*Chuck Whitlock:* I was really happy that they were so satisfied.

*Lisa Dillingham:* This is a prime example of having a good insurance company that's there for you. COUNTRY Financial showed up for us every second of the way.

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