



Relationship: Sheen Fleet

Accident Management: Site manager

Insurer: HDI

Excess: \$5000

Sheen Excess Reduction Offer: n/a

Pricing: For under excess repairs - Sheen Fleet Repair Schedule

Decals / Signwriting: No specific requirement for decal supplier

Replacement Vehicle: Bowens accept Sheen accident replacement vehicles – however they may have a spare Bowens Ute at the site

Communications: All store communication directly with Bowens Fleet Manager:

Torsten Riedel | Fleet & Contract Coordinator

BOWENS SUPPORT OFFICE 48 - 50 Hallam South Road Hallam VIC 3803

T: 03 9796 3003 | **D:** 03 8792 6865 | **M:** 0418 112 280 | **E:** torsten.riedel@bowens.com.au

Escalation Point: Contact Sheen Fleet

Process:

- 1) Required information: ask driver which site they are from & are they at fault / not at fault (if not at fault notify Torsten as they may go direct through at fault insurer – **no recoveries**)
- 2) Inspect vehicle & take images
- 3) Notify Sheen Fleet via email (fleet@sheengroup.com.au) that you have a Bowens vehicle and which site it is from
- 4) Send your estimate & images to Torsten Riedel torsten.riedel@bowens.com.au & cc fleet@sheengroup.com.au