



**Relationship:** Sheen Fleet

**Accident Management:** Site manager

**Insurer:** CGU

**Excess:** \$2000

**Pricing:** For under excess repairs - Sheen Fleet Repair Schedule

**Decals / Signwriting:** No specific requirement for decal supplier

**Replacement Vehicle:** CMV accept Sheen accident replacement vehicles

**Communications:** All store communication directly with Sheen Fleet

**Escalation Point:** Contact Sheen Fleet

**Process:**

- 1) Sheen Fleet will send referrals. If a driver comes without being referred then ask driver if are they at fault / not at fault
- 2) Inspect vehicle & take images
- 3) Notify Sheen Fleet via email ([fleet@sheengroup.com.au](mailto:fleet@sheengroup.com.au)) that you have a CMV vehicle.
- 4) Send your estimate & images to Sheen Fleet unless you have received a request from CGU
- 5) Sheen to offer Pick up/ Drop off where required.