

**Relationship:** Sheen Fleet

**Accident Management:** Innovation Group

**Insurer:** CGU

**Pricing:** no specific pricing arrangement

**Excess:** $2000

**Decals / Signwriting:**  No specific signwriting arrangement in place

**Replacement Vehicle:** GenU accept accident replacement vehicles

**Communications:** All store communication directly with GenU vehicle driver

**Escalation Point:** Mark Salvadori @ Sheen Fleet

**Process:**

1. GenU driver will notify Innovation Group & raise a claim
2. Innovation Group to email Sheen Fleet with referral
3. Sheen Fleet to refer job into Sheen store
4. Sheen store to deal directly with driver & innovation to facilitate repairs

If a driver presents a vehicle to your store without a referral from Innovation & the repair value is under $2000, please take images & submit the estimate & images to Sheen Fleet [fleet@sheengroup.com.au](mailto:fleet@sheengroup.com.au)