

**Relationship:** Sheen Fleet

**Accident Management:** Internally

**Fleet Managed:** Internally

**Insurer:** CGU

**Excess:** $10,000

**Sheen Excess Reduction Offer:** $300 per claim

**Pricing:** Sheen Self Insured Pricing Schedule when repairs are under excess

**Decals / Signwriting:** Graphics & Signs – Jimmy – 0457 024 464

\*note – Metropolitan deal directly with Graphics & Signs regarding decals – please notify Graphics & Signs of damaged vehicle and requirements and they will then deal directly with Metropolitan regarding payment

**Replacement Vehicle:** Metropolitan accept replacement vehicles – tool of trade Vans

**Communications:** Communications regarding estimates to Sheen Fleet / Progress updates can be sent to Glenn Gattellaro Metro Glenn.G@metropolitangroupaustralia.com.au

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

**Process – Sheen Stores**

1. Metropolitan to notify Sheen Fleet of incident
2. Sheen Fleet will speak with driver & allocate to Sheen store for an inspection
3. Sheen store to submit estimate & images to Glenn.G@metropolitangroupaustralia.com.au & cc Administration@metropolitangroupaustralia.com.au & fleet@sheengroup.com.au
4. Sheen store to contact Graphics & Signs regarding decals
5. Metropolitan to advise of authorisation or lodgement of claim
6. Sheen store to directly update driver & Metropolitan regarding booking and E.C.D

**Notes:**

* Repair cycle time is **critical** as Metropolitan run tool of trade vans that are specifically fit out for use
* Please do not de-fleet one of their vehicles if it is still driveable and roadworthy (if a vehicle is not roadworthy or unsafe for the road, Glenn must be notified as soon as you have this information available & estimate/images need to be fast tracked
* If you require an onsite inspection before quoting Metropolitan are happy to drop the vehicle off for a few hours for you to inspect the vehicle – this needs to be arranged directly with the driver