



Relationship: Sheen Fleet

Sheen Excess Reduction Offer: \$300 excess reduction

Replacement Vehicle: Customers of Remington's accept a Sheen replacement vehicle

Communications: Please communicate directly with driver for bookings

Special Requirements for Remington's clients:

- Any issues with Insurer/claim are to be flagged directly to the Remingtons Broker/Sheen Fleet and **NOT** the client
- Pick up and drop off service to be offered
- Onsite vehicle inspections if requested by the client
- Updates to the driver of vehicle required twice weekly through repairs

Escalation Point: Sheen Fleet team – fleet@sheengroup.com.au

Process

1. Remingtons will refer jobs into fleet@sheen and we will allocate to the Sheen location
2. (note on rare occasions the driver may present directly to your store – if they do, please log this in the stores source of business tab & follow above instructions)
3. Please correspond & communicate directly with the driver regarding bookings / inspections / assessment
4. Contact Remingtons broker (cc Sheen Fleet) regarding any delays or critical information that may need to be reported (do not go to the client for this information)
5. Implement the required \$300 excess reduction upon collection