



Relationship: Sheen Fleet

Accident Management: Internal

Insurer: Self Insured upto \$100k

Excess: \$100k

Sheen Excess Reduction Offer: n/a

Pricing: Sheen self insured price schedule

Decals / Signwriting: no decal arrangements in place

Replacement Vehicle: Secon accept Sheen replacement vehicles

Communications: All store communication directly with driver regarding updates / ECD's & Sheen Fleet regarding estimates/authorisations

Escalation Point: Sheen Fleet team

Process:

- 1) Sheen Fleet will refer the driver to your store (or driver will present directly to store & nominate they are a staff member of Secon)
- 2) If vehicle is non-driveable, Secon driver will require a replacement vehicle delivered asap
- 3) In all instances, put together estimate & images & send to fleet@sheengroup.com.au
- 4) Sheen Fleet will communicate with Secon head office & seek authorisation
- 5) Sheen Fleet will notify of authorisation & store can commence repairs

Please note:

Secon have many heavy trucks on the road & have instances where they are at fault & will require triage & assistance in repairing the not at fault parties vehicle. Sheen Fleet will correspond with you when these are flagged to us – follow the above process substituting Secon driver with non at fault driver.