



Aviso Specialty (formerly Fitzpatrick & Co)

Relationship: Sheen Fleet

Sheen Excess Reduction Offer: \$300 excess reduction

Replacement Vehicle: Customers of Aviso accept Sheen courtesy vehicles

Communications: Please communicate directly with driver for bookings

Special Requirements for Fitzpatrick clients:

- Any issues with Insurer / claim are to be flagged directly from Aviso / Sheen Fleet and **NOT** the driver
- 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 – fleet@sheengroup.com.au

Process

1. Aviso will refer jobs into Sheen Fleet and then allocated to Sheen Store
 - a on rare occasions the driver may present directly to your store – if they do, please log this in the iBody source of business
2. Please correspond & communicate directly with the driver regarding bookings / inspections / assessment
3. Contact Aviso (cc Sheen Fleet) regarding any delays or critical information that may need to be reported (do not go to the client for this information)
4. Implement the required \$300 excess reduction upon collection