



Relationship: Sheen Fleet

Sheen Excess Reduction Offer: \$300 excess reduction

Replacement Vehicle: Customers of Delphic (PSC Connect) accept Sheen replacement vehicles

Communications: Please communicate directly with driver for bookings

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

Process

1. Delphic will refer jobs into fleet@sheen and we will allocate to the Sheen location (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)
2. Please correspond & communicate directly with the driver regarding bookings / inspections / assessment
3. Contact Delphic 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)
4. Implement the required \$300 excess reduction upon collection