



Relationship: Sheen Fleet

Accident Management: Internal – Downer Fleet Manager Joe Brancalone & Site Managers

Fleet Managed: Internal

Insurer: Vero

Excess: \$50,000

Sheen Excess Reduction Offer: n/a

Pricing: Downer will advise if self-insured (Sheen Head Office payment, with no sups or “on report” – once company provided PO) or through Vero to manage the claim

Decals / Signwriting: No specific requirement for decal supplier

Replacement Vehicle: Downer accept replacement vehicles if required

Communications: All communications with Joe Brancalone and driver / department if Joe has CC’d them

Escalation Point: Sheen Fleet

Process if self-insured: (Joe will advise)

- 1) Send Joe OMSAFleet@Downergroup.com the estimated pick-up time and notify him when the vehicle arrives onsite.
- 2) Inspect vehicle & take images – put together estimate within 48 hours with pricing as per above.
- 3) If instructed by Joe to be self-insured - email your estimate to admin.ho@sheengroup.com.au & cc fleet@sheengroup.com.au to convert the file to a Sheen Head Office letterhead.
- 4) Submit estimate (with Head Office letterhead) & images to OMSAFleet@Downergroup.com & cc fleet@sheengroup.com.au.
- 5) Joe to desktop authorise and request Purchase Order from relevant Downer site.
- 6) Once authorised: Send booking details and estimated completion date to Joe.
- 7) Provide Weekly update to Joe on repairs.
- 8) Once completed send completion photos to Joe.

Process if claim to go through Vero: (Joe will advise)

- 1) Process same as above however remove steps 3, 4 and 5 and submit estimate to Vero (with Vero pricing) via claim number provided – and provide a copy to Joe.

Invoicing

- Centralised Sheen Head Office billing for Self-Insured – Sheen H/O to reimburse you
- Standard Vero process if sent to insurance

Contact: Joe Brancalone **M** | 0408 612 434 **E** | Joe.Brancalone@Downergroup.com **A** | 30 Melba Avenue Lilydale Victoria 3140