



**Relationship:** Sheen Fleet

**Sheen Excess Reduction Offer:** \$500 excess reduction

**Replacement Vehicle:** Customers of Insurance House accept a Sheen replacement vehicles

**Communications:** Please communicate directly with driver for bookings

**Special Requirements for Insurance House clients:** Any issues with Insurer/claim are to be flagged directly to the Insurance House Broker/Sheen Fleet and **NOT** the client

**Escalation Point:** Sheen Fleet team

### **Process**

1. Insurance House will refer jobs into fleet@sheen and we will allocate to the preferred location (note on rare occasions the driver may present directly to your store)
2. Please correspond & communicate directly with the driver regarding bookings / inspections / assessment
3. Contact Insurance House 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 \$500 excess reduction upon collection