



Relationship: Sheen Fleet (Pollard are owned by Insurance House – see their Document)

Sheen Excess Reduction Offer: \$500 excess reduction

Replacement Vehicle: Customers of Pollard Insurance accept a Sheen replacement vehicle

Communications: Please communicate directly with driver for bookings

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

Escalation Point: Sheen Fleet team

Process

1. Pollard Insurance 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 Pollard Insurance (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