



PROGRAMMED

Relationship: Sheen Fleet

Accident Management: Self

Insurer: QBE

Excess:

Pricing: Sheen Fleet Pricing Schedule.

Decals / Signwriting: Programmed to organise decals after completion of job.

Replacement Vehicle: Programmed accept Sheen accident replacement vehicles.

Communications: All store communication directly with vehicle driver.

Escalation Point: Sheen Fleet.

Process:

- 1) Sheen Fleet will allocate job into Sheen store
- 2) Sheen store to contact driver to arrange an on-site inspection and take images
- 3) Sheen Fleet will advise of Claim Number
- 4) Quote to be written and submitted no later than 48 hours of receiving Claim Number
- 5) Sheen Store to liaise with driver in regard to booking repair
- 6) Sheen Store to offer Pick Up/ Drop Off service

Notes:

Due to Programmed having a number of different departments and sectors, if unsure of who to contact from Programmed please contact fleet@sheengroup.com.au