



Relationship: Sheen Fleet

Accident Management: Indigo Claims

Insurer: CGU

Excess: \$1000

Sheen Excess Reduction Offer: \$300 per claim

Pricing: no pricing agreements in place

Decals / Signwriting: Label Concepts - Caill Dunstan – Phone 0429517580

Replacement Vehicle: RFDS accept Sheen accident replacement vehicles

Communications: Please correspond with local RFDS site manager

Escalation Point: Sheen Fleet

Process:

- 1) Inspect vehicle & take images
- 2) Capture details of site manager where the vehicle is allocated to
- 3) Submit your estimate and images to RFDS site manager
- 4) RFDS site manager will advise of a claim lodgement or authorisation for direct payment

Notes:

Christian DeHaas is responsible for the fleet of RFDS head office – you can escalate any issues such as delays in lodgement of claims to him directly.

Contact Details:

Christian De Haas

Operations Support Lead
RFDS Victoria
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