

SERVICE

Relationship: Sheen Fleet

Accident Management: Drivers notify Service Today fleet manager of the incident. Fleet manager lodges a claim on all incidents.

Insurer: Westfarmers

Excess: \$10,000

Sheen Excess Reduction Offer: n/a

Pricing: Sheen Fleet Repair Schedule

Decals / Signwriting: Standout Signs – Contact is Mohammed, 0401 404 022

Replacement Vehicle: Service Today accept Sheen accident replacement vehicles

Communications: All communication is through Vic GM Soleh unless instructed different from Soleh. - Soleh@servicetoday.com.au / 0422 440 239

Escalation Point: Sheen Fleet

Process:

- 1) Service today to send a vehicle estimate request to fleet@sheengroup.com.au
- 2) Sheen to inspect vehicle & take images (onsite inspections are required)
- 3) If vehicle non driveable, vehicle can be towed to Sheen store & follow step 2 of process when on site
- 4) Sheen to send estimate & images to Soleh - Soleh@servicetoday.com.au
- 5) Soleh will advise Sheen whether authorisation for direct job & provide a purchase order or will lodge an insurance claim

Sheen Arrangement with Service for damage to Public Vehicles

Sheen have an arrangement with Service Today to repair vehicles damaged by their– generally these will come across the Sheen Fleet desk first though if anyone presents to your store after an incident with directed from Service Today, please follow this process:

- 1) Collect customer information, address of incident, take images of vehicle
- 2) If required, you can put the customer into a Sheen accident replacement vehicle
- 3) Prepare estimate & send to fleet@sheengroup.com.au with all information captured above
- 4) Sheen Fleet will assist in submission of the estimate or advise on next steps