



**Relationship:** Sheen Fleet

**Accident Management:** No external accident management - St John Vic have two dedicated fleet officers – Yong Yeo & Mark Neville

**Insurer:** Zurich

**Excess:** \$500

**Sheen Excess Reduction Offer:** \$300 per claim

**Pricing:** no pricing agreements in place

**Decals / Signwriting:** Label Concepts are St John preferred decal supplier

**Replacement Vehicle:** St John accept Sheen accident replacement vehicles

**Communications:** All store communication directly with St John Fleet – Yon Yeo or Mark Neville

**Escalation Point:** Sheen Fleet

**Process:**

- 1) Inspect vehicle & take images
- 2) Advise Yong or Mark at St John whether claim is required or under excess costings
- 3) St John will lodge the claim and provide directly to Sheen store

**Contact Details:**

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