



Relationship: Broker relationship managed by Sheen Fleet

Towing: Client happy to use Sheen Towing outside of allocation / Insurance company

Sheen Excess Reduction Offer: \$500

Pick up / Drop off/ Onsite Quoting: Please offer to all Maven clients

Pricing: As per insurer – rarely private – if private offer Sheen Fleet rate

Replacement Vehicle: Maven Clients accept Sheen replacement vehicles

Communications: All communications with Maven directly

Escalation Point: Sheen Fleet

Referral Process – Driveable

- 1- Maven send Sheen Fleet an email with details of driver including REGO & Drivers name /phone/ insurer / 3rd party insurer and claim no (if not at fault) – fleet@sheengroup.com.au
- 2- Sheen Fleet team will contact driver (within 24 hours) and notify Maven of contact with driver, including explanation of excess reduction offer, and the allocated Sheen Panel Service store
- 3- Allocated Sheen Panel Service store will arrange for onsite inspection and arrange replacement vehicle for driver (if required)
- 4- Maven to nominate allocated Sheen Panel Service to insurer
- 5- Insurer will send request to quote to store system
- 6- Allocated Sheen store to send estimate and images to Insurance company
- 7- Sheen Fleet will notify Maven of estimate sent to insurer
- 8- Insurer will assess & authorise
- 9- Store to repair vehicle and return to driver post repair (Signwriting can be arranged)

Referral Process – Non-Driveable & Towed by Towing Allocation Operator

- 1- Towing allocation called (if after hours – please let Sheen Fleet know where vehicle is stored)
- 2- Maven send Sheen Fleet an email with **Urgent** in the subject line and details of driver including REGO & Drivers name /phone/ insurer / 3rd party insurer and claim no (if not at fault) – fleet@sheengroup.com.au
- 3- Sheen Fleet team will contact driver (within 24 hours) and notify Maven of contact with driver, including explanation of excess reduction offer, and the allocated Sheen Panel Service store
- 4- Allocated Sheen Panel Service store to assist with arranging transport of vehicle from allocated towing holding facility to allocated Sheen Panel Service store
- 5- Allocated Sheen Panel Service store to arrange driver replacement vehicle if required
- 6- Maven to nominate allocated Sheen Panel Service to insurer
- 7- Insurer will send request to quote to store system
- 8- Allocated Sheen store to send estimate and images to Insurance company
- 9- Sheen Fleet will notify Maven of estimate sent to insurer
- 10- Insurer will assess & authorise
- 11- Store to repair vehicle and return to driver post repair (Signwriting can be arranged)