

mecwacare

Relationship: Sheen Tooronga – Sheen Fleet can be called as a back up

Accident Management: Managed internally, drivers/volunteers notify area manager who escalates to group Fleet manager or Procurement Manager

Insurer: Vero Insurance – Broker is AON

Excess: \$600

Sheen Excess Reduction Offer: \$300

Pricing: Vero or Sheen Fleet rates if self insured – (Rare)

Decals / Signwriting: G sign

Replacement Vehicle: Mecwacare accept Sheen accident replacement vehicles, although rarely requested as they have pool cars.

Communications: All communication is through Fleet / Procurement Manager – or Sheen Tooronga

Escalation Point: Contact Sheen Fleet

Sheen Arrangement with Mecwacare for damage to Public Vehicles (3rd party):

Sheen have an arrangement with Mecwacare to repair vehicles damaged by their Fleet – generally these will come across the Sheen Tooronga desk first though if anyone presents to your store after an incident with Mecwacare, 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