



Relationship: Sheen Fleet

Accident Management: Internally run by Boutique Homes fleet manager

Insurer: CGU

Excess: \$3,000 **Sheen Excess Reduction Offer:** n/a

Pricing: under excess – Sheen Fleet Pricing Schedule / Over excess – no pricing arrangement

Non-insurance claims less than \$3,000, must be approved by Hasnain in writing then sent for Sheen head office letterhead and centralised billing (admin.ho@sheengroup.com.au) then send by Sheen fleet to ABN Group accounts payable.

Decals / Signwriting: Hasnain will arrange for decals to be re-fitted

Replacement Vehicle: Boutique Homes accept Sheen accident replacement vehicles

Communications: All store communication directly with Boutique Homes drivers or Fleet Manager

Escalation Point: Sheen Fleet

Process:

- 1) Inspect vehicle & take images
- 2) Notify Sheen Fleet via email (fleet@sheengroup.com.au) that you have a Boutique Homes vehicle and which site it is from
- 3) Submit quotes to Sheen Fleet team & Sheen Fleet will submit to Boutique Homes.
- 4) Await notification from Sheen Fleet to progress

Sheen Arrangement with Boutique Homes for Truck Damage to Public Vehicles

Sheen have an arrangement with Boutique Homes 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 Boutique Homes, 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) 4) Sheen Fleet will assist in submission of the estimate or advise on next steps