



**Relationship:** Sheen Fleet

**Accident Management:** Internal – Logistics Coordinator

**Insurer:** GT Insurance

**Excess:** \$2,000 (\$3,000 Heavy)

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

**Sheen Excess Reduction Offer:** \$500

**Pick up/Drop off/Onsite Quoting:** Yes, please offer.

**Pricing:** Client will advise if self-insured (Sheen Fleet pricing) or through GTI to manage the claim.

**Decals/Signwriting:** Hand back with no decals – they'll coordinate their own.

**Replacement Vehicle:** Client accepts Sheen replacement vehicles (Tool of trade Ute/Van).

**Communications:** All communications with Ruari Huane - Logistics Coordinator.

**Escalation Point:** Sheen Fleet

**Process if self-insured:**

1. Send Ruari Huane (Logistics Coordinator) an email to [Ruari.huane@acciona.com](mailto:Ruari.huane@acciona.com) the estimated pick-up time and notify them when the vehicle arrives onsite.
2. Inspect vehicle & take images – put together estimate within 48 hours with pricing as per above.
3. If instructed by client to be self-insured - email your estimate to [admin.ppe@acciona.com](mailto:admin.ppe@acciona.com) & cc [fleet@sheengroup.com.au](mailto:fleet@sheengroup.com.au)
4. Client will advise if self insured and will not forward estimate to insurer.
5. Once authorised: Send booking details and estimated completion date to client.
6. Provide Bi-Weekly update to client on repairs.
7. Once completed send completion photos to client.

**Process if claim to go through Insurer:**

Process same as above however remove steps 4 and 5 and submit estimate to GTI (with GTI pricing) via claim number provided – and provide a copy to client.

**Invoicing:** Standard GTI process if sent to insurance.

**Main Contact:**

Ruari Huane - Logistics Coordinator

0492 646 726

[Ruari.huane@acciona.com](mailto:Ruari.huane@acciona.com)