



Relationship: Sheen Fleet (via Street Fleet)

Accident Management: Internal – Fleet Manager

Insurer: CGU

Excess: \$2,000

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

Sheen Excess Reduction Offer: \$500

Pick up / Drop off/ Onsite Quoting: From various depot – or driver location

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

Decals / Signwriting: No specific requirement for decal supplier

Replacement Vehicle: Client accepts Sheen replacement vehicles

Communications: All communications with Fleet Manager alevine-bolt@odyssey.org.au and drivers should only be contacted by Sheen for arranging inspections, replacement vehicles (if needed), and scheduling repairs. Please cc Fleet Manager in on those communications.

Escalation Point: Sheen Fleet

Process if self-insured:

- 1) Send Fleet Manager and email fleet@client 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 alevine-bolt@odyssey.org.au & cc 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:

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

Invoicing:

- Standard Vero process if sent to insurance

Main Contact:

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