



Integra House, Vaughan Court

Newport, NP10 8BD

Tel: 08000 320 520

COMPANY SECRETARY  
VIAMED LIMITED  
15 Station Road  
Cross Hills  
Keighley  
BD20 7DT

Date: 24/04/2026

*emailed  
8-5-26*

Dear Customer,

**Re: Your insurance obligation in relation to the equipment specified under  
Finance Agreement Number: 0566514  
Equipment Description: Vigor 2763ac X 2 Universe Plus**

Thank you for choosing to finance equipment through us, we hope you have been completely satisfied with our service.

We are writing to you today to remind you of your insurance obligation, according to the terms and conditions of your finance agreement, to ensure that our equipment is adequately insured at all times. We have appointed Acquis Insurance Management Limited ("Acquis") to act as our insurance administrator and to ensure that our equipment is always fully protected during the term of your agreement with us.

If you already have your own insurance in place, or wish to arrange your own cover, which adequately protects our equipment in accordance with the terms and conditions of your finance agreement, your **insurer** or **insurance broker** must contact Acquis to confirm the following details of your own insurance policy:

- (1) the name of your insurer and policy number
- (2) your policy renewal date
- (3) your policy excess, if applicable
- (4) that our equipment is protected against physical damage and loss, including theft
- (5) that your own insurance has been effective since 20/04/2026
- (6) that your policy is endorsed by your **insurer** or **insurance broker** to note the interest of Shire Leasing, including your finance agreement number 0566514, care of Acquis Insurance Management Limited.

The easiest way to do this, is to ask your insurance broker or insurer to confirm these details electronically via Acquis' online portal at [portal.acquisinsurance.com](http://portal.acquisinsurance.com).

#### Shire Leasing PLC

1 Calico Business Park, Sandy Way, Tamworth, B77 4BF  
E: [info@acquisinsurance.com](mailto:info@acquisinsurance.com) W: [www.shireleasing.co.uk](http://www.shireleasing.co.uk)

Shire Leasing PLC is Authorised and Regulated by the Financial Conduct Authority.  
Registered in England and Wales Co. Reg. 02476571

If Acquis does not receive confirmation from your **insurer** or **insurance broker** that sufficient insurance is already in place to protect our equipment, we shall reserve the right to insure the financed equipment ourselves. If we do so, we will cover the equipment directly under our own insurance policy as the sole policyholder, and we will charge you for the costs related to our insurance and the administration of our policy, as per the terms and conditions of your finance agreement.

We enclose a document which summarises the key details of our insurance, including how to report any loss or damage to equipment which is covered under our policy.

We will not begin to collect this quarterly charge of £109.80 (plus VAT where applicable) until at least 30 days have expired since the date of this letter. This quarterly charge will then be collected together with each of your remaining quarterly finance payments. The quarterly charge will remain fixed throughout the remaining term of your agreement, as long as your finance agreement with us remains unchanged.

Provided that Acquis receives confirmation of your own insurance arrangements from your **insurer** or your **insurance broker** within 30 days, no charge will be added to your regular finance payments.

**Reporting a loss or damage to our equipment**

If our equipment is lost or damaged, please contact Acquis immediately on Freephone **08000 320 520** or via the claims portal <https://portal.acquisinsurance.com/claims>. Acquis will liaise with our insurer, on our behalf, to instigate a claim under our insurance policy. This process is designed to ensure, wherever possible and within the terms of our policy, that any equipment covered under our own insurance policy can be replaced or repaired as quickly as possible.

If you require any further information regarding insurance, Acquis' Customer Services Team is available from 0900-1730 (Monday-Friday) via Freephone **08000 320 520**.

Yours sincerely,

Malcolm Workman  
**Chief Operating Officer**

Enclosures:

1. Summary of our insurance policy

## INSURANCE FOR FINANCED EQUIPMENT

Under the terms and conditions of your finance agreement with us, you are obliged to ensure that our equipment is always fully protected against loss and damage. As our insurance administrator, Acquis Insurance Management Limited (Acquis), has not received confirmation of alternative insurance details from your insurer or insurance broker, we have arranged for the equipment to be covered directly under our own insurance policy.

We will charge you for the costs related to our insurance and the administration of our policy, as per the terms and conditions of your finance agreement. This charge will be collected with each of your regular finance payments and will remain fixed throughout the term of your agreement with us, provided that the agreement remains unchanged.

We are the sole policyholder in relation to our own insurance policy, which is underwritten by Assurant General Insurance Limited ("Assurant").

### WHAT IS COVERED BY OUR POLICY?



Our comprehensive policy is designed to meet the insurance requirements within the finance agreement, and to protect our equipment against physical damage and loss, including in the event of:

- Accidental damage
- Theft (including theft by employees) robbery and vandalism
- Fire (including smoke damage)
- Lightning strike
- Water damage
- Flood and storm damage

### WHAT IS EXCLUDED FROM OUR POLICY?



Our insurance policy insures us against loss or damage occurring to the covered equipment by a cause that is not excluded under the terms of our policy. Key exclusions relating to the scope of our cover include:

- Liability of any kind arising out of the use or possession of our equipment
- Business interruption, cyber-attack, or any indirect losses
- Wear and tear or any damage which does not impair the safe and normal operation of the equipment
- Electrical or mechanical breakdown or inherent defect
- Negligent use, wilful abuse, or misuse of the equipment

### LIMITS



Our policy covers us, as the policyholder, for up to:

- £150 000 per item of covered equipment
- £350 000 per loss per finance agreement
- £750 000 per loss across all finance agreements between you and us

### REPAIR & REPLACEMENT



If the equipment is considered repairable by the insurer, our policy will pay for the cost of repair.

If the equipment is irreparably damaged or lost, our policy will pay the full cost of replacement or, at our discretion, we may instead request that the insurer pays us the outstanding balance of the finance agreement (excluding VAT, interest, and maintenance).

### WHERE IS THE EQUIPMENT COVERED?



The equipment is covered anywhere within the United Kingdom, the Channel Islands or the Isle of Man and will also be covered for a period of up to thirty (30) days anywhere else in the world.

### IS THERE AN EXCESS?



As we are the sole policyholder, no excess is payable by you in the event of any loss which is covered under our insurance policy.

### How do I notify a loss or damage ?

If our equipment is lost or damaged, you must notify Acquis as soon as possible via Freephone 08000 320 520 or via the claims portal [www.portal.acquisinsurance.com/claims](http://www.portal.acquisinsurance.com/claims). Acquis will then handle the claim on our behalf and arrange any repair or replacement of equipment in the event of a valid loss. You must provide Acquis with any information that is necessary to allow us to make such a claim under our insurance policy.

If the loss arises in connection with a criminal matter, the police should be notified immediately, as Acquis will ask you to confirm your police reference or case number. Please note that if any loss reported to Acquis is considered invalid under the terms of our policy, for whatever reason, you will remain liable for any costs due under the terms of your agreement with us.

### Arranging your own insurance ?

You can arrange your own insurance cover to protect our equipment, as per the terms of the finance agreement, at any time. If you wish to do so, you should ask your insurer or insurance broker to confirm the details of your own insurance electronically via Acquis' online portal at [acquis.online](http://acquis.online). Alternatively, they can also call Acquis via Freephone 08000 320 520 to confirm these details verbally.

We will then cancel the insurance cover that we have put in place for our equipment. If we cancel our cover, a refund of up to 200 days' will be provided; provided that your own insurance was in place and that we have not made any claims, relating to the equipment, under our policy during that time.

### Further information

For further details of our insurance policy, please scan the QR code opposite. If you require any further information regarding our insurance policy which we have in place to protect our equipment, or your insurance obligation according to the terms and conditions of your finance agreement with us, please call Acquis on Freephone 08000 320 520 (Mon-Fri 0900-1730).



