

# MONEYSUPERMARKET

## About our services - Life Insurance

### Who we are

MoneySuperMarket is a trading name of Moneysupermarket.com Limited. Moneysupermarket.com Limited is an appointed representative of Moneysupermarket.com Financial Group Limited, which is authorised and regulated as an insurance intermediary by the Financial Conduct Authority (FRN 303190). You can check this using the FCA Financial Services Register at: <https://register.fca.org.uk>

### Our registered address is:

Moneysupermarket House, St. Davids Park, Ewloe, Deeside, CH5 3UZ

### Our email address is:

[customerservices@moneysupermarket.com](mailto:customerservices@moneysupermarket.com)

### Our service to you

We don't give advice or make personal recommendations, but we will try to provide you with the information you need from a range of products and insurers, to help you decide on the right policy for you. If you'd like advice on your life insurance needs, we can refer you to our partner, LifeSearch.

### Firms we work with

The brokers and insurers we work with are:

Brand	Insurer / Broker
AIG	AIG Life Limited
Beagle Street	BGL Direct Life Limited
Budget	BISL Limited
Churchill	AIG Life Limited
DeadHappy	Dead Happy Limited
HSBC	HSBC UK Bank plc
LV=	Liverpool Victoria Financial Services Limited
Royal London	Royal London Mutual Insurance Society Limited
Scottish Widows Limited	Lloyds Banking Group
Virgin Money	BISL Limited
Vitality Life	Vitality Corporate Services Limited
Zurich	Zurich Insurance Group

Correct as of 27.10.23

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We are not under a contractual obligation to conduct insurance mediation exclusively with any of our insurance providers. When we offer an insurance policy to you and for any subsequent transactions, we act for and on behalf of the insurer.

### How we get paid

When you take out a policy through our site the insurer pays us a percentage commission from the total premium. The percentage the insurer pays is based on the length of your policy.

### If you want to complain

We hope you never have cause to complain, but if you are unhappy about the service we provide to you, please contact us, using any of the methods detailed below.

#### Email

[complaints@moneysupermarket.com](mailto:complaints@moneysupermarket.com)

#### Post

Moneysupermarket house, St Davids Park, Ewloe, Flintshire, CH5 3UZ

We aim to resolve your complaint as soon as possible, normally within 3 business days. On occasion we may require more time to resolve your complaint, but we will keep you updated on our progress.

If you are unhappy with our final response or the way in which we handle your complaint, you may have the right to refer your case to the Financial Ombudsman Service:

<http://www.financial-ombudsman.org.uk/> or you can write to them at

The Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Further information about the Financial Ombudsman Service will be sent with our response to a complaint.

Alternatively, you can also use the European Commission's

Online Dispute Resolution Portal at: <https://webgate.ec.europa.eu/odr>

If you're unhappy with any product or service you have received from a third party, for example, an insurer, you should address your complaint directly to them. If you require their contact details, please contact our Customer Services Team, using the details above, who will be happy to assist.

Correct as of 27.10.23