

# MONEYSUPERMARKET

## About our services – Van 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.

### Firms we work with

The brokers and insurers we work with are:

Insurer / Broker	Brand(s)
Admiral	Admiral; Gladiator
Ageas Retail Limited	ageas
Atlanta Insurance Services Ltd	Autonet; Autonet Plus, Autonet Protect, Autonet Protect Plus, Swinton
Barry Grainger Limited	BG Insurance
Bedford Insurance Services	Van Quote Direct
BGL Group Limited	Budget; Dial Direct; Lloyds Bank; Post Office; RAC
Bollington Insurance Brokers Limited	Quoteline Direct

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Insurer / Broker	Brand(s)
Brightside Insurance Services Ltd	Brightside
Business Insurance Solutions Limited	Van LineDirect
City Broking Ltd	City Insurance
Complete Cover Group Limited	Complete Van Cover
Freedom Brokers	Freedom Brokers; Freedom Extra; Freedom Extra Plus; Freedom to Drive
Grove & Dean Ltd	Grove & Dean; Performance Direct
Hastings Insurance Services Limited	Hastings Direct; Hastings Premier
Next Risk Solutions Limited	Quote Detective
Premier Insurance Consultants Ltd.	Nova Insurance
Principal Insurance Limited	Principal
RAC Financial Services Limited	RAC Van Insurance
Sabre Insurance Company Limited	Insure 2 Drive
Sterling Insurance Services	Sterling

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 we receive a flat fee from the insurer.

### 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 above.

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### If you want to complain

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.