

# MONEYSUPERMARKET

## About our services - Home Insurance

### Who we are

MoneySuperMarket is a trading name of Moneysupermarket.com Limited. Moneysupermarket.com Limited is an appointed representative of MONY Group Financial 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:

MONY Group House, St. Davids Park, Ewloe, Chester, 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 providers, to help you decide on the right deal for you.

### Firms we work with

The brokers and insurers we work on our main home insurance channel are:

Brand(s)	Insurer / Broker
AA AA Gold AA Silver	AA
Admiral - Gold Admiral - Platinum Admiral - Standard	Admiral Insurance (Gibraltar) Limited
Ageas	Ageas Insurance Limited
Aviva Aviva Premium	Aviva Insurance Limited
AXA Home Insurance AXA Plus Home Insurance AXA Premier Home Insurance	AXA Insurance UK Plc

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Brand(s)	Insurer / Broker
Bradford and Bingley Insurance	BISL Limited
Budget Insurance	BISL Limited
Churchill Churchill Plus	U K Insurance Limited
Co-op Essentials	Co-op Insurance Services Limited
Cornmarket Insurance Services	Cornmarket Group Financial Services Ltd
Dial Direct	BISL Limited
Esure Esure Flex	Esure Insurance Limited
Frontier Essentials Frontier Home Insurance	Frontier Insurance Solutions Ltd
Gallagher	Arthur J. Gallagher Insurance Brokers Limited
Get Cover	Mark Richard Brokers
Grove & Dean	Grove & Dean Ltd
Halifax	Lloyds Banking Group
Hastings Direct Hastings Essential	Hastings Insurance Services Limited
HomeInsurer	Thamesbank Insurance Services
Homeprotect – RSA Homeprotect – AXA	Avantia Insurance Limited
Intelligent Insurance	Intelligent Advisory Services Limited
John Lewis Home Insurance Bronze John Lewis Home Insurance Gold John Lewis Home Insurance Silver	John Lewis plc
Lemonade Ace Lemonade Epic Lemonade Super	Lemonade Insurance
LV= LV= Select	LV= General Insurance
M&S	Aviva Insurance Limited
MBNA MBNA Plus	Lloyds Bank Insurance Services Limited

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Brand(s)	Insurer / Broker
More Than Essentials More Than Extra More Than Standard	Royal & Sun Alliance Insurance Ltd
NationwideCore NationwideEnhanced	Royal & Sun Alliance Insurance Ltd
One Call Insurance Ltd One Click	One Call Insurance Services Limited
One Insurance Solution	Brightside Insurance Services Ltd
Peter Best	Grove & Dean Ltd
PerformanceDirect	Grove & Dean Ltd
Policy Expert Bronze Policy Expert Gold Policy Expert Silver	QMetric Group Limited
Post Office Bronze Post Office Gold+ Post Office Silver+	Post Office Limited
Privilege Insurance - Privilege Privilege Insurance - Privilege Platinum	U K Insurance Limited
Quote 2 Insure	T&R Direct Limited
Quote Me Happy Essentials Plus Quote Me Happy Premier	Aviva UK Digital Limited
Quoteline Direct	Arthur J. Gallagher Insurance Brokers Limited
RAC	RAC Financial Services Limited
RIAS	Ageas Retail Limited
Right Choice Insurance Brokers	Right Choice Insurance Brokers Limited
RightSure	W.E.Bedford Insurance Services (Wimbledon) Ltd
Safeguard Bronze Safeguard Gold Safeguard Silver	Atlanta Insurance Intermediaries Limited
Saga	Saga Services Limited
Sainsbury's Bank Sainsbury's Bank Plus	Sainsbury's Bank plc
Sky Protect	Zurich Insurance Company Ltd
Swiftcover Home Insurance Swiftcover Plus Home Insurance	AXA Insurance UK Plc

Correct as of 18.06.2024

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Brand(s)	Insurer / Broker
Swinton Classic Swinton Essentials	Atlanta Insurance Intermediaries Limited
Tesco Bank	Tesco Bank
The AA	AA
Urban Jungle	Urban Jungle Services Ltd
www.quotemehappy.com-good	Aviva UK Digital Limited

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 main home insurance journey 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 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

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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.

**Requesting a copy of this document via post**

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[CLASSIFICATION: PUBLIC/PERSONAL]

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You can do this by emailing: [customerservices@moneysupermarket.com](mailto:customerservices@moneysupermarket.com)

Please provide details of your name and postal address in the email, so we can send you a copy of this document.