

# MONEYSUPERMARKET

## About our services - Renters 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 Renters channel are:

Brand(s)	Insurer / Broker
Admiral	EUI Limited
Getsafe	Getsafe UK Limited
Urban Jungle	Urban Jungle Services Ltd

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 the Renters journey to get a content's policy we receive a variable fee depending on the size of the premium.<sup>11</sup>.

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### 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.

### Requesting a copy of this document via post

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.

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