

# MONEYSUPERMARKET

## About our services - Car 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 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:

| Brand  | Insurer/Broker |
|--|----------------|
| 1st Central<br>1st Central Connect<br>1st Central Legal<br>1st Central Legal Online<br>1st Central Online<br>1st Central Plus (Breakdown)<br>1st Central Plus Online<br>1st Central Premier<br>1st Central Premier Online<br>1st Central Value<br>1st Central Value Online | 1st Central    |
| A Choice   | Premium Choice |
| AA Gold<br>AA Silver   | AA             |

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| Brand   | Insurer/Broker                             |
|---|--|
| Acorn<br>Acorn Protect  | Acorn Insurance and Financial Services Ltd |
| Admiral<br>Admiral Essential<br>Admiral Gold<br>Admiral LittleBox<br>Admiral Platinum | Admiral                                    |
| Adrian Flux Telematics  | Flux Telematics                            |
| Ageas<br>Ageas Essentials   | Ageas Retail Limited                       |
| Allianz<br>Allianz Essentials   | LV= General Insurance                      |
| Aura  | Premium Choice                             |
| Autonet<br>Autonet Plus   | Atlanta Insurance Services Limited         |
| Autosaint   | Right Choice Insurance Brokers Limited     |
| Aviva Online<br>Aviva Premium<br>Aviva Zero   | Aviva UK Digital Limited                   |
| AXA<br>AXA Plus   | AXA  |
| Be Wiser<br>Be Wiser Classic<br>Be Wiser Premier                                      | Be Wiser                                   |
| Beam  | AA   |
| Bell  | Admiral                                    |
| boom<br>boom essentials<br>boom plus<br>boom premium                                  | Abacai Technologies Limited                |
| Budget  | BISL Ltd                                   |
| By Miles  | By Miles                                   |
| Car Insurance Experts   | Brokers Experts Limited                    |
| CarInsurer.co.uk  | Thamesbank Insurance Services              |
| Carole Nash   | Atlanta Insurance Services Limited         |
| Carrot  | Carrot Risk Technologies Ltd               |

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| Brand  | Insurer/Broker                          |
|--|---|
| Churchill<br>Churchill Drivesure<br>Churchill Essentials<br>Churchill Plus                   | UK Insurance Limited                    |
| City Insurance   | City Broking Ltd                        |
| Co-op Essentials   | Co-op Insurance Services Limited        |
| Collingwood Insurance Services (UK) Ltd  | Collingwood Insurance Services (UK) Ltd |
| Cornmarket Insurance   | Cornmarket Insurance Services Limited   |
| Darwin<br>Darwin Gold<br>Darwin Platinum   | UK Insurance Limited                    |
| Dial Direct<br>Dial Direct Premier   | BISL Ltd                                |
| Diamond  | Admiral                                 |
| Eaglesure  | Greenlight                              |
| elephant.co.uk   | Admiral                                 |
| Esure<br>esure Flex  | esure                                   |
| First Alternative  | Esure Flex                              |
| Ford Insure  | Admiral                                 |
| Freedom to Drive   | Freedom Brokers                         |
| General Accident   | Aviva UK Digital Limited                |
| Geoffrey<br>Geoffrey Essentials  | BISL Ltd                                |
| Go Girl  | Sabre Insurance Company Limited         |
| Go Skippy<br>Go Skippy Essentials<br>Go Skippy Premier<br>Go Skippy Roadside<br>Go Skippy EV | Somerset Bridge Insurance Services      |
| Got 2 Insure   | Got 2 Insure Ltd                        |
| Got You Covered  | Got You Covered                         |
| Grove & Dean Private Clients   | Grove & Dean Ltd                        |
| Halifax  | BISL Ltd                                |
| Hastings Direct<br>Hastings Essentials<br>Hastings Premier<br>Hastings YouDrive              | Hastings Group                          |

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| Brand   | Insurer/Broker                             |
|---|--|
| Hedgehog  | Hedgehog Limited                           |
| Hughes Insurance  | Hughes Insurance Services Limited          |
| igo4<br>iGo4 Electric   | iGO4 Limited                               |
| Insure 2 Drive  | Sabre Insurance Company Limited            |
| Insure Pink   | Hastings Group                             |
| Jurny   | i-wonder SPMR                              |
| Kwik Fit  | Aioi Nissay Dowa Insurance UK Limited      |
| LadyBird  | Right Choice Insurance Brokers Ltd         |
| Lancaster Insurance   | Markerstudy Insurance Company Limited      |
| Love Your Miles   | Love Your Miles Limited                    |
| LV=<br>LV= Plus   | LV= General Insurance                      |
| M&S Car Insurance<br>M&S Car Insurance Premier  | BISL Ltd                                   |
| Marmalade<br>Marmalade Classic<br>Marmalade Essentials  | Atlanta Insurance Intermediaries Limited   |
| Marshmallow Essential<br>Marshmallow Go<br>Marshmallow Lightest<br>Marshmallow Original<br>Marshmallow Plus | Marshmallow Financial Services Limited     |
| Modified Car Insurance  | Greenlight                                 |
| MOJA<br>MOJA Essentials   | AXA  |
| Motor Vision  | Grove & Dean Ltd                           |
| Motorcade Insurance   | Acorn Insurance and Financial Services Ltd |
| My Policy   | My Policy Limited                          |
| Nutshell  | BISL Ltd                                   |
| One Call Insurance<br>One Call Pay As You Drive<br>One Click<br>One Protect                                 | One Call Insurance Services Limited        |
| One Quote Direct  | Europa Group Limited                       |
| Peoples Choice  | Hastings Group                             |
| Performance Direct  | Grove & Dean Ltd                           |

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| Peter Best   |  |
|--|--|
| Brand  | Insurer/Broker                                 |
| Policy Expert Bronze<br>Policy Expert Gold<br>Policy Expert Silver   | Qmetric Group Limited                          |
| Post Office<br>Post Office Premier   | BISL Ltd                                       |
| Prima  | Pro MGA Solutions Ltd                          |
| Privilege<br>Privilege Plus<br>Privilege Telematics  | UK Insurance Limited                           |
| Quote Detective<br>Quote Detective Young Driver  | Next Risk Solutions Limited                    |
| Quote Me Happy Connect Plus<br>Quote Me Happy Plus with legal<br>Quote Me Happy Plus with Roadside<br>Quote me Happy Premier | Aviva UK Digital Limited                       |
| Quoteline Direct   | Arthur J. Gallagher Insurance Brokers Limited  |
| Quotemehappy.com Connect<br>QuoteMeHappy.com Essentials<br>QuoteMeHappy.com Plus   | Aviva UK Digital Limited                       |
| RAC<br>RAC Black Box<br>RAC Online<br>RAC Online Plus<br>RAC Plus  | BISL Ltd                                       |
| RIAS   | Ageas Retail Limited                           |
| Right Choice Insurance   | Right Choice Insurance Brokers Limited         |
| RightSure  | W.E.Bedford Insurance Services (Wimbledon) Ltd |
| Saga   | Saga Services Limited                          |
| Sainsbury's Bank<br>Sainsbury's Bank Essentials<br>Sainsbury's Bank Plus   | Sainsbury's Bank plc                           |
| Santander Car Insurance  | BISL Ltd                                       |
| Sheilas' Wheels<br>Sheilas' Wheels Essentials  | Esure flex                                     |
| Stella Telematics Insurance  | Freedom Ltd                                    |
| Sterling Insurance   | Herts Insurance Consultants Ltd                |
| Swiftcover   | AXA Insurance UK plc                           |

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|                 |  |
|-----------------|--|
| Swiftcover Plus |  |
|-----------------|--|

| Brand  | Insurer/Broker                        |
|--|---------------------------------------|
| Swinton Classic<br>Swinton Essentials                        | Atlanta Insurance Services Limited    |
| Tesco Bank Bronze<br>Tesco Bank Cover +<br>Tesco Bank Silver | Aioi Nissay Dowa Insurance UK Ltd     |
| The Green Insurer  | The Green Option Limited              |
| The Insurance Factory  | Markerstudy Insurance Company Limited |
| Ticker<br>Ticker Pay Per Mile                                | Ticker Limited                        |
| Toyota Insurance Services                                    | Aioi Nissay Dowa Insurance UK Ltd     |
| U Drive  | U Drive Cover Ltd                     |
| Vavista  | Somerset Bridge Insurance Services    |
| Wise Driving Black Box<br>WiseDriving - Self Install         | iGO4 Limited                          |
| Yoga   | Yoga Insurance Services Limited       |
| Zego   | Extracover Limited                    |
| Zenith Car Insurance   | BISL Ltd                              |
| Zugar Znap   | Policy Excess Insure 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 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 below.

#### Email

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

# MONEYSUPERMARKET

## About our services - Car Insurance

### 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**

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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.