

# 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 1st Central Connect 1st Central Legal 1st Central Legal Online 1st Central Online 1st Central Plus (Breakdown) 1st Central Plus Online 1st Central Premier 1st Central Premier Online 1st Central Value 1st Central Value Online	1st Central
A Choice	Premium Choice

Correct as of 18.06.2024

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Brand	Insurer/Broker
AA AA Beam AA Gold AA Silver	AA
Acorn	Acorn Insurance and Financial Services Ltd
Admiral Admiral Essential Admiral Gold Admiral LittleBox Admiral Platinum	Admiral
Ageas Ageas Essentials	Ageas Retail Limited
Aura	Premium Choice
Autonet Autonet Plus	Atlanta Insurance Services Limited
Autosaint	Right Choice Insurance Brokers Limited
Aviva Online Aviva Premium Aviva Zero	Aviva UK Digital Limited
AXA AXA Plus	AXA
Bank of Scotland	BISL Ltd
Be Wiser	Be Wiser
Bell	Admiral
boom boom essentials boom plus boom premium	Abacai Technologies Limited
Brightside Car Insurance	Brightside Insurance Services 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 Churchill Drivesure Churchill Essentials Churchill Plus	UK Insurance Limited
City Insurance	City Broking Ltd
Co-op Essentials Co-op Young Driver	Co-op Insurance Services Limited
Collingwood Insurance Services (UK) Ltd	Collingwood Insurance Services (UK) Ltd
Cornmarket Insurance	Cornmarket Insurance Services Limited
Darwin Darwin Gold Darwin Platinum	UK Insurance Limited
Dial Direct Dial Direct Premier	BISL Ltd
Diamond	Admiral
elephant.co.uk	Admiral
esure esure Flex	Esure
Flow	LV= General Insurance
Ford Insure	Admiral
Freedom Brokers Freedom to Drive	Freedom Brokers Ltd
General Accident General Accident Telematics	Aviva UK Digital Limited
Geoffrey Geoffrey Essentials	BISL Ltd
Go Girl	Sabre Insurance Company Limited
Go Skippy Go Skippy Essentials Go Skippy Premier Go Skippy Roadside Go Skippy EV	Somerset Bridge Insurance Services
Got 2 Insure	Got 2 Insure Ltd
Got You Covered	Got You Covered

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Brand	Insurer/Broker
Grove & Dean Private Clients	Grove & Dean Ltd
Halifax	BISL Ltd
Hastings Direct Hastings Essentials Hastings Premier Hastings YouDrive	Hastings Group
Hedgehog	Hedgehog Limited
Hughes Insurance	Hughes Insurance Services Limited
igo4 iGo4 Electric	iGO4 Limited
Insure 2 Drive	Sabre Insurance Company Limited
Insure Pink	Hastings Group
Insure The Box Insurethebox	Aioi Nissay Dowa Insurance UK Ltd
Kwik Fit	Aioi Nissay Dowa Insurance UK Limited
LadyBird	Right Choice Insurance Brokers Ltd
Lancaster Insurance	Markerstudy Insurance Company Limited
Lloyds Bank	BISL Ltd
Love Your Miles	Love Your Miles Limited
LV= LV= Plus	LV= General Insurance
M&S Car Insurance M&S Car Insurance Premier	BISL Ltd
Marmalade Marmalade Classic Marmalade Essentials	Atlanta Insurance Intermediaries Limited
Marshmallow Essential Marshmallow Go Marshmallow Lightest Marshmallow Original Marshmallow Plus	Marshmallow Financial Services Limited
MOJA MOJA Essentials	AXA
Motor Vision	Grove & Dean Ltd
Motorcade Insurance	Acorn Insurance and Financial Services Ltd
My Policy	My Policy Limited

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Brand	Insurer/Broker
NCI Insurance	Jigsaw Insurance Services Plc
Nutshell	BISL Ltd
One Call Insurance One Call Pay As You Drive One Click One Protect	One Call Insurance Services Limited
One Quote Direct	Europa Group Limited
Peoples Choice	Hastings Group
Peppercorn	Peppercorn Insurance Services
Performance Direct Peter Best	Grove & Dean Ltd
Policy Expert Bronze Policy Expert Gold Policy Expert Silver	Qmetric Group Limited
Post Office Post Office Premier	BISL Ltd
Privilege Privilege Plus Privilege Telematics	UK Insurance Limited
Quote Detective Quote Detective Young Driver	Next Risk Solutions Limited
Quoteline Direct	Arthur J. Gallagher Insurance Brokers Limited
Quotemehappy.com Connect QuoteMeHappy.com Essentials QuoteMeHappy.com Plus	Aviva UK Digital Limited
RAC RAC Black Box RAC Online 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 Sainsbury's Bank Essentials Sainsbury's Bank Plus	Sainsbury's Bank plc
Santander Car Insurance	BISL Ltd

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Brand	Insurer/Broker
Sheilas Wheels	Esure flex
Stella	Freedom Ltd
Sterling Insurance	Herts Insurance Consultants Ltd
Swiftcover Swiftcover Plus	AXA Insurance UK plc
Swinton Classic Swinton Essentials	Atlanta Insurance Services Limited
Tesco Bank Silver Tesco Bank Box Tesco Bank Cover +	Aioi Nissay Dowa Insurance UK Ltd
The Green Insurer	The Green Option Limited
The Insurance Factory	Markerstudy Insurance Company Limited
Ticker 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 WiseDriving - Self Install	iGO4 Limited
Yoga	Yoga Insurance Services 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

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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.

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### 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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[CLASSIFICATION: CONFIDENTIAL]