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:

<u>customerservices@moneysupermarket.com</u>

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 1st Central Premier Online 1st Central Value 1st Central Value Online	1st Central
A Choice	Premium Choice
AA Gold AA Silver	AA

Brand	Insurer/Broker
Acorn	Acorn Insurance and Financial Services Ltd
Acorn Protect	
Admiral	
Admiral Essential	
Admiral Gold	Admiral
Admiral LittleBox	
Admiral Platinum	
Ageas	Ageas Retail Limited
Ageas Essentials	Agodo Notali Elitillod
Allianz	LV= General Insurance
Allianz Essentials	EV- General modifice
Aura	Premium Choice
Autonet	Atlanta Insurance Services Limited
Autonet Plus	Atlanta insurance Services Limited
Autosaint	Right Choice Insurance Brokers Limited
Aviva Online	
Aviva Premium	Aviva UK Digital Limited
Aviva Zero	
AXA	AXA
AXA Plus	AAA
Bank of Scotland	BISL Ltd
Be Wiser	
Be Wiser Classic	Be Wiser
Be Wiser Premier	ΔΔ
Beam	AA
Bell	Admiral
boom	
boom essentials	Abacai Technologies Limited
boom plus	
boom premium	
Budget	BISL Ltd
By Miles	By Miles
Car Insurance Experts	Brokers Experts Limited
Carlnsurer.co.uk	Thamesbank Insurance Services
Carole Nash	Atlanta Insurance Services Limited
Carrot	Carrot Risk Technologies Ltd

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	Grove & Dean Private Clients	Grove & Dean Ltd
	Halifax	BISL Ltd
Hastings Direct	Hastings Direct	
Hastings Essentials	Hastings Essentials	Hastings Group
Hastings Premier Hastings Group	Hastings Premier	
Hastings YouDrive	Hastings YouDrive	

Brand	Insurer/Broker
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
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= General Insurance
LV= Plus	LV- Ocheral Historianos
M&S Car Insurance	BISL Ltd
M&S Car Insurance Premier	BISE Eta
Marmalade	
Marmalade Classic	Atlanta Insurance Intermediaries Limited
Marmalade Essentials	
Marshmallow Essential	
Marshmallow Go	
Marshmallow Lightest	Marshmallow Financial Services Limited
Marshmallow Original	
Marshmallow Plus	
Modified Car Insurance	Greenlight
MOJA	AXA
MOJA Essentials	
Motor Vision	Grove & Dean Ltd
Motorcade Insurance	Acorn Insurance and Financial Services Ltd
My Policy	My Policy Limited
Nutshell	BISL Ltd
One Call Insurance	
One Call Pay As You Drive	One Call Insurance Services Limited
One Click	The Call Modification Control Entitled
One Protect	<u> </u>
One Quote Direct	Europa Group Limited
Peoples Choice	Hastings Group
Performance Direct	Grove & Dean Ltd
Peter Best	

Brand	Insurer/Broker
Policy Expert Bronze	
Policy Expert Gold	Qmetric Group Limited
Policy Expert Silver	
Post Office	DICL 144
Post Office Premier	BISL Ltd
Privilege	
Privilege Plus	UK Insurance Limited
Privilege Telematics	
Quote Detective	Next Bick Colutions Limited
Quote Detective Young Driver	Next Risk Solutions Limited
Quote Me Happy Connect Plus	
Quote Me Happy Plus with legal	Aviva UK Digital Limited
Quote Me Happy Plus with Roadside	Aviva OK Digital Littlited
Quote me Happy Premier	
Quoteline Direct	Arthur J. Gallagher Insurance Brokers Limited
Quotemehappy.com Connect	
QuoteMeHappy.com Essentials	Aviva UK Digital Limited
QuoteMeHappy.com Plus	
RAC	
RAC Black Box	
RAC Online	BISL Ltd
RAC Online Plus	
RAC Plus	
RIAS	Ageas Retail Limited
Right Choice Insurance	Right Choice Insurance Brokers Limited
RightSure	W.E.Bedford Insurance Services (Wimbledom) Ltd
Saga	Saga Services Limited
Sainsbury's Bank	
Sainsbury's Bank Essentials	Sainsbury's Bank plc
Sainsbury's Bank Plus	
Santander Car Insurance	BISL Ltd
Sheilas' Wheels	Esure flex
Stella Telematics Insurance	Freedom Ltd
Sterling Insurance	Herts Insurance Consultants Ltd
Swiftcover	AYA Insurance LIK pla
Swiftcover Plus	AXA Insurance UK plc
Swinton Classic	Atlanta Insurance Services Limited
Swinton Essentials	Alianta insurance Services Limited

About our services - Car Insurance

Brand	Insurer/Broker
Tesco Bank Bronze Tesco Bank Cover +	Aioi Nissay Dowa Insurance UK Ltd
Tesco Bank Silver	
The Green Insurer	The Green Option Limited
The Insurance Factory	Markerstudy Insurance Company Limited
Ticker	Ticker Limited
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	iGO4 Limited
WiseDriving - Self Install	100 i Emiliou
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 provide to you, please contact us, using any of the methods detailed below.

Email

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.

About our services - Car Insurance

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

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

Correct as of 13.01.2025

[CLASSIFICATION: CONFIDENTIAL]