

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 Moneysupermarket.com Financial Group 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:

Moneysupermarket House, St. Davids Park, Ewloe, Deeside, CH5 3UZ

Our email address is:

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:

Insurer / Broker	Brand(s)
AA	AA: The AA
Admiral	Admiral; Admiral Gold; Admiral Platinum
Ageas	Ageas, RIAS
Atlanta	Swinton Essentials; Swinton Classic
Avantia Insurance Ltd	Homeprotect
Aviva	Aviva Standard; Aviva Premium; QuoteMeHappy Essentials Plus; QuoteMeHappy Premier; www.quotemehappy.com-good

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Firms we work with

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Insurer / Broker	Brand(s)
AXA	AXA HomeSafe; AXA HomeSmart; AXA HomeSure; Swiftcover; Swiftcover Plus;
BGL Group Limited	Dial Direct; Bradford & Bingley; Budget
Bedford	Rightsure
Bollington Wilson Group Limited	Quoteline Direct
CIS General Insurance Limited	Co-operative Insurance
Direct Line Group Limited	Churchill; Churchill Plus; Privilege; Privilege Platinum
Esure	Esure; Sheila's Wheels
Getsafe	Getsafe
Grove & Dean Ltd	Performance Direct; Grove & Dean
Hastings	Hastings Direct; Hastings Premier; Hastings Essential
Intelligent Advisory Services Ltd	Intelligent Insurance
John Lewis	John Lewis Home Insurance Bronze; John Lewis Home Insurance Silver, John Lewis Home Insurance Gold
Lloyds Banking Group	Halifax
LV=	LV=; LV= Select
M&S Bank	M&S Bank
Magnet Insurance Services Ltd	Magnet Insurance
Mark Richard Brokers	Get Cover
Markerstudy	One Insurance Solution
MBNA	MBNA

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Firms we work with

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Insurer / Broker	Brand(s)
Now4cover	Frontier
One Call Insurance Services Limited	One Call Direct
Post Office	Post Office Bronze; Post Office Silver+; Post Office Gold+
QMetric Group Ltd	Policy Expert Bronze; Policy Expert Silver; Policy Expert Gold
RAC	RAC
Right Choice Insurance Brokers	Right Choice Insurance
RSA	More Than; Nationwide Core; Nationwide Enhanced
Saga Services Limited	Saga
Sainsbury's Bank	Sainsbury's Bank
T&R Direct Limited	Quote 2 Insure
Tesco	Tesco
Thamesbank Insurance Services	Homeinsurer.co.uk
Urban Jungle	Urban Jungle

The brokers and insurers we work on our Renters channel are:

Insurer / Broker	Brand(s)
Admiral	Admiral
BuzzVault	BuzzVault
Urban Jungle	Urban Jungle

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.

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About our services – Home Insurance

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 use the Renters journey to get a content's policy we receive a variable fee depending on the size of the premium.

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 above.

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.