

About our service

Our service is free and we can offer you products from a range of providers for the following products:

- ✓ Car
- ✓ Travel
- ✓ Van
- ✓ Breakdown
- ✓ Boiler cover
- ✓ Accident, sickness & unemployment
- ✓ Payment protection
- ✓ Medical
- ✓ Landlord
- ✓ Life & critical illness
- ✓ Motorbike
- ✓ Caravan
- ✓ Home
- ✓ Wedding
- ✓ Mortgage payment protection
- ✓ Pet
- ✓ Dental
- ✓ Business

Although we won't be offering advice or making a recommendation, we try to provide you with all the information you need to help you decide on the right policy for you.

We also offer you products from a range of lenders for mortgages. Although we won't be offering advice or making a recommendation, we try to provide you with all the information you need to help you decide on the right mortgage for you

Who regulates us?

MoneySuperMarket.com limited is an appointed representative of MoneySuperMarket Financial Group Ltd, which is authorised and regulated by the Financial Conduct Authority. MoneySuperMarket's FCA registration number is 303190.

The FCA is the UK regulator of financial services, aiming to protect consumers, and the integrity of the market whilst promoting healthy competition.

What to do if you have a complaint?

We of course hope you never find cause for complaint, but should you need to register a complaint please contact us by one of the following methods:

In writing – Complaints Manager, MoneySuperMarket, MoneySuperMarket House, St David's Park, Ewloe, Flintshire CH5 3UZ

By phone – 01244 665 700

Email – CustomerServices@MoneySuperMarket.com

If you can't settle your complaint with us, you may also be able to refer your complaint to The Financial Ombudsman Service. Further details will be provided to you when you contact us.

Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we can't meet our obligations. This depends on the type of business and the circumstances of the claim.

- Insurance arranging is covered for 90% of the claim, without any upper limit
- For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit
- Mortgage advising and arranging is covered up to a maximum limit of £50,000

Further information about compensation scheme arrangements is available from the FSCS (www.fscs.org.uk)

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