

MONEYSUPERMARKET

About our services - Travel Insurance (Pre-existing Medical conditions)

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 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

Our service to you

We are an online insurance intermediary and we use our comparison tools to allow you to compare multiple personalised quotes to find the right product and price for you. We can't offer you advice or make a recommendation on what policy is right for you, but we do try and give you all the information you need to help you decide.

To help you decide which product is right for you, we will ask you a number of questions. These questions are designed to ensure that we, and the insurance providers on our panel, have all the information necessary to provide you with products that meet your needs.

Firms we work with

We offer you travel insurance quotes from a range of insurance providers and brokers. We operate through two channels and the insurers and brokers we work with will depend on whether you have a pre-existing medical condition or not. A current list can be found below:

Brand name	Provided by
A to Z Insurance	Great Lakes Insurance UK Limited
Able2Travel	Voyager Insurance Services Ltd
Admiral	EUI Limited
Ageas	Hood Group Ltd
CedarTreeInsurance.com	WWIIS Ltd
CoverForYou.com	WWIIS Ltd
Coverwise	Coverwise Ltd
Elect Travel Insurance	Insure for Travel Limited
Brand name	Provided by

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ERGO	ERGO Travel Insurance Services Ltd
Esure	Hood Group Ltd
Explorer	Explorer Insurance Services
Goodtogoinsurance.com	Ancile Insurance Group Ltd
Holiday Extras Cover Ltd	Holiday Extras Cover Ltd
HolidayRisk	Globeshield International Limited
Insure For Travel	Insure For Travel Limited
Insureandescape.co.uk	Worldwide Internet Insurance Services Limited
Insurefor	ROCK Insurance Group Ltd
Leisure Guard	ROCK Insurance Group Ltd
Loveit coverit	Pier Insurance Managed Services Ltd
Makesure	Makesure Insurance Services Ltd
NoLimitsTravelInsurance.com	Early Dawn Ltd
Oasis Insurance	Taurus Insurance Services Ltd
OK To Travel	Freedom Insurance Services Ltd,
Post Office Insurance	Post Office Ltd
Puffin Insurance	Puffin Group UK Ltd
RAC	Hood Group Ltd
Rias	Hood Group Ltd
Sainsburys Bank Travel Insurance	Hood Group Ltd
Southdowns	Southdowns Insurance Services Ltd
starttravel.co.uk	Taurus Insurance Services Ltd
Switched On Insurance	Taurus Insurance Services Ltd
Tesco Bank	ROCK Insurance Services Ltd
Travel Insurance Saver	Rothwell & Towler Ltd
TravelTime	Chaucer Insurance Company DAC
Virgin Money	Hood Group Ltd
YourTravelCover.com	Ancile Insurance Group Ltd

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

Once you have chosen a product that is right for you, the insurer will pay us a commission. This commission is a percentage of the total premium. This percentage is subject to a minimum amount and a maximum cap.

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If you want to complain

We hope you never have cause to complain, however we realise that things can go wrong and there may be occasions when you feel that we have not provided you with the service you expected. If you wish to complain you can contact us via the following methods:

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. Sometimes it may take us longer to resolve your complaint, but we will always keep you updated. If you are unhappy with our final decision, you may be eligible to refer your complaint to the Financial Ombudsman Service: <https://www.financial-ombudsman.org.uk/> or you can write to them at:

The Financial Ombudsman Service, Exchange Tower, London, E14 9SR

If you are unhappy with any product or service from a third party, for example, an insurer, you, you should address your complaint directly to them. If you require their contact details, please contact our Customer Support Team, using the details above, who will be happy to assist.

Financial Services Compensation Scheme (FSCS)

We are covered by the FSCS. You may be entitled to make a claim from the scheme if we cannot meet our obligations. This will depend on the type of business and the circumstance of the claim. For further information about compensation arrangements, please visit the FSCS website <https://www.fscs.org.uk>

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.

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