

About our services

Our Car Insurance Business



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 contact number is: 0333 123 1983 / 01244 665700

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 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:

Insurer / Broker	Brand(s)
1st Central	1st Central; 1st Central Premier; 1st Central Plus (Breakdown); 1st Central Plus (Legal); 1st Central Value; 1 st Central Connect 1 st Central Online
AA	AA, AA, AA Beam
Abacai	Boom; boom plus
Acorn Insurance	Acorn Insurance, Motorcade
Admiral	Admiral; Admiral Essential, Admiral Gold, Admiral Platinum; Admiral Little Box; Elephant; Diamond; Bell; Ford Insure
Ageas	RIAS; Ageas; Ageas Essentials
Atlanta	Autonet; Autonet Plus; Swinton Essentials; Swinton Classic, Carole Nash
Aviva	Aviva Online; Aviva Premium; QuoteMeHappy.com Plus; QuoteMeHappy.com Essentials; General Accident; General Accident Telematics; Aviva Zero
AXA	Swiftcover; AXA; Swiftcover Plus; Axa Plus
Be Wiser	Be Wiser
Bedford Insurance Services	RightSure
BG Insurance	Barry Grainger Insurance
BGL Group Limited	Halifax; RAC; Ecoinsurance; Lloyds; Zenith; M&S; M&S Premier; Budget; Dial Direct; Dial Direct Premier; Post Office; Post Office Premier; Santander; Geoffrey

Bollington Wilson Group	Quoteline Direct
Brightside	Brightside
By Miles	By Miles
Carrot Risk Technologies Limited	Carrot Insurance
CIS General Insurance Limited	Co-op Young Driver
City Broking Ltd	City Insurance
Collingwood Insurance Services (UK) Ltd	Collingwood Insurance
Complete Cover Group Ltd	Insure Your Motor
Covea	John Lewis; Provident
Direct Line Group Limited	Churchill; Churchill Plus; Churchill Drivesure; Privilege; Privilege Telematics; Privilege Plus; Darwin
Esure	Esure; Sheila's Wheels
Europa Group Limited	One Quote Direct
Freedom Services Group	Freedom Brokers, Freedom to Drive
Fresh! Insurance Services Group Ltd	Ladybird
Got 2 Insure	Got 2 Insure
Got You Covered	Got You Covered
Grove & Dean Ltd	Performance Direct; Grove & Dean
Hastings	Hastings Essential; Hastings Direct; Hastings Premier; Hastings YouDrive; People's Choice; Insure Pink
Hedgehog Ltd	Hedgehog
Herts Insurance Consultant	Sterling
Hughes Insurance	Hughes
iGO4 Limited	iGO4; iGO4 More; iGO4 Electric; Wise Driving Black Box; Wise Driving Self Install
Insure the Box	Insure the Box; Toyota
Lancaster	Lancaster
Liverpool Victoria	LV=; LV= Plus, Flow
Markerstudy	Insurance Factory
Marmalade	Marmalade
Marshmallow Financial Services Ltd	Marshmallow Essential; Marshmallow Original; Marshmallow Plus
My Policy Limited	My Policy
Jigsaw Insurance Services PLC	NCI
One Call Insurance Services Limited	One Call
Policy Excess Insure Ltd	Nova Direct
Policy Expert	Policy Expert Select; Policy Expert Plus; Policy Expert Premier
Premium Choice	A choice
Provisional Marmalade Limited	Marmalade
Quote Detective	Quote Detective
RAC	RAC Black Box Car Insurance
Right Choice Insurance Brokers Limited	Autosaint; Right Choice
RSA	M> Car Insurance; M> Essentials; M> Extra; More Th>n Smart Wheels; More Th>n Low Miler

Sabre	Insure2Drive; Go Girl
Saga Services Limited	Saga
Sainsbury's Bank	Sainsbury's Bank
Somerset Bridge Insurance Services Ltd	Go Skippy; Vavista
Ticker Limited	Ticker
Tesco	Tesco Bank; Tesco Bank Box; Tesco Bank Cover+
U Drive	U Drive
Yoga Insurance Services Limited	Yoga

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 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.