

# MONEYSUPERMARKET

## About our services - Mortgages

### 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:

[customerservices@moneysupermarket.com](mailto:customerservices@moneysupermarket.com)

### Our service to you

We offer a whole of market mortgage comparison service for first charge regulated mortgage contracts for non-business purposes. We are not limited in the mortgage deals we will show you. We don't give advice or make personal recommendations, but we will try to provide you with relevant tools, calculations, and information you need from a large range of mortgage lenders, to help you decide on the right mortgage deal for you.

### Firms we work with

Via our mortgage comparison service, you can apply directly through Moneysupermarket with the following mortgage lenders:

- Barclays
- First Direct
- Halifax
- Leeds Building Society
- Lloyds Bank Plc
- Nationwide Building Society
- NatWest
- Royal Bank of Scotland
- Santander
- Skipton Building Society
- TSB

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- Yorkshire Building Society

For all the other mortgage lender deals featured you can apply via the mortgage broker partners we work with, who are:

- Fluent Money
- Mortgage Advice Bureau

### How we get paid

The service we provide to you is completely free. When you take out a mortgage through our site, we receive a fee directly from the mortgage lender or broker. Typically, we get paid either as a percentage of the loan amount, or a flat fee for each referral.

### 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](mailto: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. 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.

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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, a mortgage lender, 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](mailto: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.