

About Our Service

Our service is free and we can offer you products from a range of insurers for non-investment life and critical illness assurance. Although we won't be offering advice or recommendation, we are happy to provide information to help you decide on the right policy.

Who regulates us?

Moneysupermarket.com Ltd is an appointed representative of Moneysupermarket.com Financial Group Ltd, St David's Park, Ewloe, Flintshire CH5 3UZ, which is authorised and regulated by the Financial Services Authority. Moneysupermarket.com Financial Group Ltd's FSA Register number is 303190.

The FSA is the independent watchdog that regulates financial services.

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:

In writing - Sales & Service Manager, Moneysupermarket.com Financial Group Ltd, Moneysupermarket House, St David's Park, Ewloe, Flintshire CH5 3UZ.

By Phone - 0845 345 5708

If you can't settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

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 100% of the first £2000 and 90% of the remainder of the claim with no upper limit. Further information about compensation scheme arrangements is available from the FSCS.