

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 |
| AA | AA |
| Acorn Insurance | Acorn Insurance |
| Admiral | Admiral; Admiral Little Box; Elephant; Diamond; Bell; Ford Insure |
| Ageas | RIAS; Ageas; Ageas Essentials |
| Autonet Insurance Services Ltd | Autonet; Autonet Plus |
| Atlanta | Swinton Essentials; Swinton Classic |
| Aviva | Aviva Online, QuoteMeHappy; General Accident; General Accident Telematics |
| AXA | Swiftcover; AXA |
| Barry Grainger Ltd | BG Insurance |
| Be Wiser | Be Wiser |
| Bedford Insurance Services | MotorQuoteDirect |
| BGL Group Limited | Halifax; RAC; Ecoinsurance; Lloyds; RAC Black Box Car Insurance; 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 |

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| By Miles | By Miles |
| Carrot Risk Technologies Limited | Carrot Insurance |
| CIS General Insurance Limited | Co-op Young Driver |
| City Broking Ltd | City Insurance |
| Clements Worldwide | Clements Worldwide |
| Collingwood Insurance Services (UK) Ltd | Collingwood |
| Complete Cover Group Ltd | Insure Your Motor; Complete Car Express; Complete Car Cover |
| Covea | John Lewis; Provident |
| Direct Line Group Limited | Churchill; Churchill Plus; Churchill Drivesure; Privilege; Privilege Telematics; Privilege Plus; Darwin |
| Eldon Insurance Services | Go Skippy; Debenhams; Vavista |
| Endsleigh Insurance Services Limited | Endsleigh |
| Esure | Esure; Sheila's Wheels |
| Europa Group Limited | One Quote Direct, Ingenie |
| Freedom Brokers | Freedom Brokers |
| Fresh! Insurance Services Group Ltd | Autosaint; Ladybird |
| Got 2 Insure | Got 2 Insure |
| 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; Wise Driving Black Box; Wise Driving Self Install |
| Insure the Box | Insure the Box |
| Lancaster | Lancaster |
| Liverpool Victoria | LV=; LV= Plus |
| Markerstudy | Insurance Factory |
| Provisional Marmalade Limited | Marmalade |
| Marshmallow Financial Services Ltd | Marshmallow |
| MCE Insurance Ltd | MCE |
| My Policy Limited | My Policy |
| Jigsaw Insurance Services PLC | NCI |
| One Call Insurance Services Limited | One Call Direct |
| Policy Excess Insure Ltd | Nova Direct |
| Policy Expert | Policy Expert, Policy Expert Select, Policy Expert Plus, Policy Expert Premier |
| Premium Choice | Achoice |
| Right Choice Insurance Brokers Limited | Right Choice |
| RSA | More Than; More Than Smart Wheels |
| Sabre | Insure2Drive; Go Girl |
| Saga Services Limited | Saga |
| Sainsbury's Bank | Sainsbury's Bank |

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|---------------------------------|---|
| 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.