

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; 1 st Central Excess; 1st Central Plus (Breakdown)
AA	AA
Acorn Insurance	Acorn Insurance
Admiral	Admiral; Admiral little box; Elephant; Diamond; Bell
Ageas	RIAS; Ageas; Ageas Essentials
Autonet Insurance Services Ltd	Autonet; Autonet Plus
Aviva	QuoteMeHappy; General Accident; General Accident Telematics
AXA	Swiftcover; AXA
Barry Grainger Ltd	BG Insurance
Be Wiser	Insure Wiser
Bedford Insurance Services	MotorQuoteDirect
BGL	Halifax; RAC; Ecoinsurance; Lloyds TSB; RAC Black Box Car Insurance; Zenith; M&S Financial Services; Budget; Dial Direct; O2 Drive; Post Office; O2 Drive - Box on Board; Santander
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
Clements Worldwide	Clements Worldwide

Collingwood Insurance Services (UK) Ltd	Collingwood; Collingwood Convicted Driver
Complete Cover Group Ltd	Insure your motor; Complete Car Extra; ESI; 4 Young Drivers; Complete Car Cover; Hy-Performance
DLG	Churchill; Privilege
Drivestyle	Coverbox
Eldon Insurance Services	Go Skippy; Debenhams
Endsleigh Insurance Services Limited	Endsleigh
Esure	Esure; Sheilas Wheels
Europa Group Limited	One Quote Direct
Fresh! Insurance Services Group Ltd	Autosaint; Ladybird; Car First Insurance Services
Grove & Dean Ltd	Performance Direct; Grove & Dean
Hastings	Hastings Essential; Hastings Direct; Hastings Premier; Smart Miles; People's Choice; Insure Pink
Herts Insurance Consultant	Flux Direct
Hughes Insurance	Hughes
iGO4 Limited	Wise Driving; IG04; IG04 More
ingenie Services Limited	Ingenie
Insurance Factory	Insurance Factory; Masterquote
Insure The Box	Insure the Box; Insure the box 2
John Lewis Car Insurance	John Lewis Plc
Lancaster	Lancaster
LV=	Liverpool Victoria
Markerstudy	Chaucer
MCE Insurance Ltd	MCE Bike Insurance
My Policy Limited	My Policy
NCI Insurance Services Ltd	Insurance 4 My
One Call Insurance Services Limited	One Call Direct; One Call Live Drive
Premium Choice	Achoice; Premium Choice
Provident Insurance	Provident Insurance
Quoteline	Quoteline Direct
Right Choice Insurance Brokers Limited	Right Choice
RSA	More Than Smart Wheels; More Than
Sabre	Good Girl; Insure2Drive
Saga Services Limited	Saga
Sainsbury's Bank	Sainsburys
Smart Driver Insurance Ltd	SmartDriverClub
Sure Thing Insurance Services Limited	Sure Thing!; Sure Thing Max; Sure Thing Dash cam
Sureterm Direct	Sureterm Direct
Swinton Group Limited	Swinton Essentials; Swinton Classic
Tesco	Tesco Bank; Tesco Bank Box insurance; Tesco Bank Cover +
U Drive	U Drive

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.