

# About our services



## Our Home 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](mailto: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)
AA	AA
Admiral	Admiral Platinum; Admiral; Admiral Gold
Ageas	RIAS
Autonet Insurance Services Ltd	Autonet
Avantia Insurance Ltd	webmoney
Aviva	Aviva QuoteMeHappy
AXA	AXA; Swiftcover
Barclays Bank PLC	Barclays
Bedford Insurance Services	HomeQuoteDirect
BGL	Dial Direct; Bradford & Bingley; Sunlife Home Insurance; Budget
British Gas	British Gas
CIS General Insurance Limited	Co-operative Bank
DLG	Churchill; Privilege
Endsleigh Insurance Services Limited	Endsleigh
Esure	Esure; Sheilas Wheels
Flux	Flux Direct
Fresh! Insurance Services Group Ltd	Fresh
Grove & Dean Ltd	Performance Direct; Grove & Dean Private Clients
Hastings	Hastings Direct; Hastings Premier; Hastings Essential
iGO4 Limited	igo4; igo4value

Intasure	Intasure
Intelligent Advisory Services	Intelligent Insurance
John Lewis	John Lewis Plc
Legal & General Group Plc	Legal & General
Lloyds Banking Group	Halifax; Lloyds TSB; Bank of Scotland
LV=	LV=
Magnet Insurance Services Ltd	Magnet Insurance
Mark Richard Brokers	Get Cover
One Call Insurance Services Limited	One Call Insurance Ltd
Post Office Insurance	Post Office
QMetric Group Ltd	Policy Expert
Quoteline Direct	Quoteline Direct
RAC	RAC
Right Choice	Right Choice Insurance
Royal Sun Alliance	More Th>n
Saga Services Limited	Saga
Sainsbury's Bank	Sainsburys
Stride Limited	Computer Quote Insurance
Swinton Group Limited	Swinton Classic; Swinton Premier
Tesco	Tesco
Thamesbank Insurance Services	homeinsurer.co.uk
UIA Insurance	Together Mutual Insurance
Zurich	Zurich Home

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.