

About our services

Our Pet Insurance Business



The MoneySuperMarket pet comparison service is provided by CYTI to offer you pet insurance quotes from a range of insurance providers and brokers. More about CYTI's services is provided below:

Who we are?

We are CYTI, which is a trading name of CYTI Limited. We build insurance quote comparison tools.

CYTI Limited is a registered company in England, Company Number 07368288. Registered Office: 37 Warren Street, London, England, W1T 6AD.

Our registered address is: CYTI, 4th Floor, Moneda House, 25-27 Wellington Place, Belfast, BT1 6GD

Our contact number is: [028 9592 6142](tel:02895926142)

Our email address is: info@cyti.co.uk

Our service to you

We are an online insurance intermediary and we use our comparison tools to allow you to compare multiple personalised quotes to find the right product and price for you. We can't offer you advice or make a recommendation on what policy is right for you, but we do try and give you all the information you need to help you decide.

To help you decide which product is right for you, we will ask you a number of questions. These questions are designed to ensure that we, and the insurance providers on our panel, have all the information necessary to provide you with products that meet your needs.

Who regulates us?

CYTI Limited is authorised and regulated by the Financial Conduct Authority. The Financial Conduct Authority is an independent authority who regulate financial services.

You can find out more about more about the FCA and check it's register for more details on CYTI Limited (using our firm reference number: 594298) at www.fca.org.uk or by calling 0800 1116769.

Who do we work with?

The brokers and insurers we work with are:

Insurer	Brand(s)
Red Sands Insurance	Animal Friends
Pinnacle Insurance plc	Argos; Sainsburys; EveryPaw; Post Office
The Equine and Livestock Insurance Company Limited	The Insurance Emporium; Pet-insurance.co.uk
ETU Forsikring A / S	Puffin
Royal & Sun Alliance Insurance	More Than; Tesco; M&S Bank; John Lewis

Fairmead Insurance Limited	Legal & General; Asda
Great Lakes Reinsurance (UK) SE.	Bought by Many
Alpha Underwriting Limited	Perfect Pet
Newline Insurance Company Limited	Pet Protect
Insurance Factory Limited	Admiral; PDSA; Purely Pets
Covéa Insurance Ltd.	4Paws Pet Insurance
Cranbrook Underwriting Limited	Healthy Pets
Covéa Insurance Ltd.	Insure Your Paws
HDI Global Specialty SE	Scratch and Patch
Covea Insurance plc	VetsMediCover
Red Sands Insurance	Waggel Limited

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, MoneySuperMarket receive a flat fee from the insurer and a percentage of this fee is paid on to us.

If you wish to make a complaint

We hope you never have cause to complain, however we realise that things can go wrong and there may be occasions when you feel that we have not provided you with the service you expected. If you wish to complain you can contact us via the following methods:

Email: customercomplaints-msmg@cyti.co.uk

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. Sometimes it may take us longer to resolve your complaint but we will always keep you updated.

If you are unhappy with our final decision, you may be eligible to refer your complaint to the Financial Ombudsman Service: <https://www.financial-ombudsman.org.uk/> or you can write to them at:

The Financial Ombudsman Service,
Exchange Tower,
London,
E14 9SR

If you are unhappy with any product or service from a third party, for example, an insurer, you, you should address your complaint directly to them. If you require their contact details, please contact our Customer Support Team, using the details above, who will be happy to assist.

Financial Services Compensation Scheme (FSCS)

We are covered by the FSCS. You may be entitled to make a claim from the scheme if we cannot meet our obligations. This will depend on the type of business and the circumstance of the claim.

For further information about compensation arrangements, please visit the FSCS website <https://www.fscs.org.uk>