

# About our services



## Our Van 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)
Admiral	
Budget	
Autonet	
Hastings	
Bedford-VQD	
Post Office	
One Call Direct	
Autonet-I4V	
Sure Thing	
Gladiator	
City	
Vanline Direct	
VanXtra	
Swiftcover	
Autonet-TVIC	
Freedom	
MoreThangv	
Dial Direct	
Quoteline Direct	
Zenith	
Adrian Flux	

Axa
Quotea
First
Performance Direct
Insure Wiser
Nova
Zenith Plus
Grove & Dean
barrygraingerv
Brightside
Churchill
IYM
Premium Choice

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.