

MONEYSUPERMARKET

About our services – Investments by MoneySuperMarket

Who we are

MoneySupermarket Investments Limited is an appointed representative of P1 Investments Services Limited, which is authorised and regulated by the Financial Conduct Authority (FRN 752005).

MoneySuperMarket is a trading name of Moneysupermarket.com Limited.

Moneysupermarket.com Limited is an appointed representative of MONY Group Financial Limited, which is authorised and regulated 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:

MONY Group House, St. David's Park, Ewloe, Chester, CH5 3UZ, United Kingdom

Our email address is:

customerservices@moneysupermarket.com

Our service to you

We provide an online, direct-to-customer investment platform that enables you to access and manage a range of investment products in one place. Our service allows you to invest in products such as Stocks & Shares ISAs and General Investment Accounts through a simple, user-friendly digital journey.

We act as an execution-only platform, meaning we facilitate your investments based on your instructions but do not provide personal financial advice or make recommendations. You are responsible for determining whether an investment is suitable for your needs and financial circumstances.

Through our platform, you can:

- Open and manage investment accounts online
- Select from a range of investments (e.g. funds, equities, or model portfolios, where applicable)
- Monitor performance and manage your portfolio at your convenience

We partner with regulated third-party providers who administer your investments, hold your assets, and ensure they are safeguarded in line with applicable regulations.

Please note that the value of your investments can go down as well as up, and you may

MONEYSUPERMARKET

About our services – Investments by MoneySuperMarket

get back less than you invest. Tax treatment will depend on your individual circumstances and may change in the future.

Firms we work with

Firm	What they do
P1 Investments Services Limited	• Provide regulatory oversight and assurance of the MoneySuperMarket Investments service.
SECCL	• Executing investment transactions based on customer instructions received via the platform. • Holding customer investments and cash securely in line with regulatory requirements. • Administering investment accounts, including valuations, income payments, and corporate actions. • Ensuring accounts are safeguarded and eligible for protection under the Financial Services Compensation Scheme (FSCS), where applicable.
ID Pal	• Provide ID and Verification services at account opening and throughout a user’s investment account lifecycle.

How we make money

MoneySuperMarket charges a platform fee for providing and maintaining our online investment platform.

The platform fee covers the cost of:

- Operating and maintaining the digital platform
- Providing access to investment accounts and investment options
- Ongoing administration, customer communications, and platform support
- Working with regulated partners who execute trades and hold investments securely

The fee is calculated as a percentage of the value of your investments (and may be subject to minimums or caps, depending on the product). It is taken directly from your investment

MONEYSUPERMARKET

About our services – Investments by MoneySuperMarket

account and is clearly disclosed before you invest.

MoneySuperMarket does not:

- Charge for opening an account (unless stated otherwise)
- Receive commission for recommending specific investments
- Provide personal investment advice

Any additional charges applied by third-party providers (such as fund managers' ongoing charges) are separate from the platform fee and are disclosed clearly so you can understand the total cost of investing.

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 below.

Email

complaints@moneysupermarket.com

Post

MONEY Group House, St. David's Park, Ewloe, Chester, CH5 3UZ, United Kingdom

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.

MONEYSUPERMARKET

About our services – Investments by MoneySuperMarket

If you're unhappy with any product or service you have received from a third party, 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.

Key Documents: Investments by MoneySuperMarket

Document Title	Link
Platform Terms & Conditions	https://www.moneysupermarket.com/investments/super-save-club/seccl-terms/
FSCS Information Sheet	https://www.moneysupermarket.com/investments/super-save-club/fscs-information-sheet/
ISA – Key Features Document	https://www.moneysupermarket.com/investments/super-save-club/kfd-ss-isa/
ISA – Account Terms & Conditions	https://www.moneysupermarket.com/investments/super-save-club/account-terms-ss-isa/
ISA – Declaration Document	https://www.moneysupermarket.com/investments/super-save-club/isa-declaration/
GIA – Key Features Document	https://www.moneysupermarket.com/investments/super-save-club/kfd-gia/
GIA – Account Terms & Conditions	https://www.moneysupermarket.com/investments/super-save-club/account-terms-gia/
Platform Charges Information	https://www.moneysupermarket.com/investments/super-save-club/platform-charges-document/

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