MONEYSUPERMARKET

About our services - Van Insurance

Who we are

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 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:

MONY Group House, St. Davids Park, Ewloe, Chester, CH5 3UZ

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:

Brand	Insurer / Broker
A Choice	Premium Choice Limited
AA	Automobile Association Insurance Services Limited
Acorn	Acorn Insurance & Financial Services Ltd
Admiral Admiral Essential Admiral Gold Admiral Littlebox Admiral Platinum	Admiral Group plc
Adrian Flux	Adrian Flux Insurance Services
Autonet Plus Van	Atlanta Insurance Intermediaries Limited
Autonet Protect Plus Van Autonet Protect Van Autonet Van	Atlanta Insurance Intermediaries Limited

MONEYSUPERMARKET

About our services - Van Insurance

Aviva Aviva Gold Aviva Platinum	Aviva UK Digital Limited
AXA Van Insurance	AXA Insurance UK plc
Be Wiser	Atlanta Insurance Intermediaries Limited
Budget Insurance	BISL Limited
Business Choice Direct	Specialist Broking Retail Limited
Carole Nash	Atlanta Insurance Services Limited
Churchill	U K Insurance Limited
City Insurance Group	City Broking Ltd
Cornmarket Insurance Services	Cornmarket Group Financial Services Ltd
Dial Direct	BISL Limited
Gladiator	Admiral Group plc
GoSkippy	Somerset Bridge Insurance Services Limited
Grove & Dean	Grove & Dean Ltd
Hastings Direct Hastings Essential Hastings Premier	Hastings Insurance Services Limited
Insure 2 Drive	Sabre Insurance Company Limited
Motor Vision	Grove & Dean Ltd
One Call One Click One Protect	One Call Insurance Services
Performance Direct	Grove & Dean Ltd
Post Office Money	BISL Limited
Principal Insurance	Principal Insurance Limited
Quote Detective	Next Risk Solutions Limited
Quoteline Direct	Arthur J. Gallagher Insurance Brokers Limited
RAC	RAC Financial Services Limited
RightSure	W.E.Bedford Insurance Services (Wimbledon) Ltd
Riviera Business	Riviera Insurance Service Limited
Swiftcover Van Insurance	AXA Insurance UK plc

MONEYSUPERMARKET

About our services - Van Insurance

Swinton Van	Atlanta Insurance Intermediaries Limited
U Drive Cover	U Drive Cover Ltd
Van Insurance Experts	Broker Experts Limited
Van LineDirect VanInsurance.co.uk	Business Insurance Solutions Limited
Yoga	Yoga Insurance Services Limited
Zego Zego Sense	Extracover 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 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 below.

Email
complaints@moneysupermarket.com

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. 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 - Van Insurance

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.

Requesting a copy of this document via post

You can do this by emailing:customerservices@moneysupermarket.com

Please provide details of your name and postal address in the email, so we can send you a copy of this document.