About our services

Car finance

Important information about MoneySuperMarket and the Car Finance 247 service

Please read this document before using the service. It explains who provides each part of the service, how the firms are paid and what to do if you have a complaint.

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 by the Financial Conduct Authority (FRN 303190). You can check this on the Financial Services Register at https://register.fca.org.uk.

Registered address	MONY Group House, St. Davids Park, Ewloe, Chester, CH5 3UZ
Email	customerservices@moneysupermarket.com

Our service to you

MoneySuperMarket collects the information needed to start your car finance enquiry and then securely pass your details to Car Finance 247 when you choose to continue.

MoneySuperMarket does not give advice or make a personal recommendation. We do not decide whether you will be offered finance, set the finance terms or enter into the credit agreement with you.

You can contact us if you need help with answering the questions or you think your information has been captured incorrectly.

Who provides the finance service

Car Finance 247 is the credit broker for this journey. When you continue, you will leave the MoneySuperMarket website and enter Car Finance 247's members area. Based on the information you have provided, Car Finance 247 will search its panel for suitable credit, present your outcome and support you through the remaining application process. It may contact you by telephone or email to discuss your results and help progress your application.

Car Finance 247 is a broker, not a lender. Any finance is provided by a lender on its panel. An initial or pre-approved result is not a guarantee of finance and remains subject to the lender's final eligibility, creditworthiness, affordability and other checks.

You can contact Car Finance 247 if you:

- have a question about the finance results you've received;
- want to understand the lenders or finance options shown;
- have a question about your finance application;
- need help after you've received your results.

The firms we work with

For this service, MoneySuperMarket works with Car Finance 247. Car Finance 247 works with a panel of lenders and will provide information about the relevant lender and proposed finance agreement if your application progresses.

How we get paid

MoneySuperMarket receives payment from Car Finance 247 under our commercial arrangement. This includes payment linked to referrals and a fee when a car finance application completes. You do not pay MoneySuperMarket a fee for using this service.

Your information and contact from Car Finance 247

MoneySuperMarket will share the information you have entered, including your telephone number, with Car Finance 247 so it can search for suitable credit and progress your enquiry. Car Finance 247 may call you and may email you asking you to contact them if they cannot reach you by phone. Please read the MoneySuperMarket and Car Finance 247 privacy policies for information about how each firm uses your personal data.

If you want to complain

If your complaint is about the collection of data for your enquiry, or the service provided by MoneySuperMarket, please contact us:

- Email: complaints@moneysupermarket.com
- Post: Moneysupermarket.com Limited, MONY Group House, St. Davids Park, Ewloe, Chester, CH5 3UZ

We aim to resolve complaints as soon as possible. If you are unhappy with our final response, or we have not resolved your complaint within the applicable time limit, you may be able to refer it to the Financial Ombudsman Service.

- Website: https://www.financial-ombudsman.org.uk
- Post: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

If your complaint is about Car Finance 247’s service, including its contact with you, the results it provides or the arrangement of finance, you should contact Car Finance 247 using the details in its complaints procedure or communications. If your complaint concerns the lender or the credit agreement, it should normally be directed to the relevant lender. If you’re unsure who to contact, both Moneysupermarket and Car Finance 247 will help route your complaint to the right place.

Important points to remember

- MoneySuperMarket provides collects initial information and introduces you to Car Finance 247.
- Car Finance 247 provides the credit-broking service and supports the application .
- Neither use of the broker service or initial result guarantees that finance will be available.
- Finance is subject to status and the lender’s checks and terms.
- You should review the total amount payable, interest rate, fees, term and any other key terms before entering into an agreement.