## **About our services - Home 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: <a href="https://register.fca.org.uk">https://register.fca.org.uk</a>

### 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 providers, to help you decide on the right deal for you.

#### Firms we work with

The brokers and insurers we work on our main home insurance channel are:

Brand(s)	Insurer / Broker
AA Gold	
AA Platinum	AA
AA Silver	
Acorn Insurance	Intelligent Insurance
Admiral – Gold	
Admiral - Platinum	Admiral Insurance (Gibraltar) Limited
Admiral - Standard	
Ageas	Ageas Insurance Limited
Allianz Bronze	
Allianz Gold	Allianz Group
Allianz Silver	
Aviva	Aviva Insurance Limited
Aviva Premium	

## **About our services - Home Insurance**

Brand(s)	Insurer / Broker
AXA Home Insurance	AXA Insurance UK Plc
AXA Plus Home Insurance	
AXA Premier Home Insurance	
Churchill	U K Insurance Limited
Churchill Plus	O K insurance climited
Co-op Essentials	Co-op Insurance Services Limited
Cornmarket Insurance Services	Cornmarket Group Financial Services Ltd
esure esure Flex	Esure Insurance Limited
First Central	First Central Insurance Management Ltd
Frontier Essentials Frontier Home Insurance	Frontier Insurance Solutions Ltd
Gallagher	Arthur J. Gallagher Insurance Brokers Limited
Get Cover	Mark Richard Brokers
Got You Covered	Got You Covered Ltd
Grove & Dean	Grove & Dean Ltd
Halifax	Lloyds Banking Group
Hastings Direct	
Hastings Essential	Hastings Insurance Services Limited
Hastings Premier	J. Company of the com
HomeInsurer	Thamesbank Insurance Services
Homeprotect – RSA Homeprotect – AXA	Avantia Insurance Limited
InsureMy InsureMy Premier	CETA Insurance Limited
Intelligent Insurance	Intelligent Advisory Services Limited
John Lewis Home Insurance Bronze John Lewis Home Insurance Gold John Lewis Home Insurance Silver	John Lewis plc
Lemonade Ace Lemonade Epic Lemonade Super	Lemonade Insurance
Lloyds Bank	Lloyds Bank plc
LV= LV= Select	LV= General Insurance
MBNA MBNA Plus	Lloyds Bank Insurance Services Limited

## **About our services - Home Insurance**

One Click One Insurance Services Limited One Insurance Services Limited One Insurance Services Limited One Protect One Call Insurance Services Limited PerformanceDirect Peter Best Policy Expert Bronze Policy Expert Gold Policy Expert Silver Post Office Bronze Post Office Gold+ Post Office Silver+ Privilege Platinum Quote Me Happy Essentials Plus Quote Me Happy Premier Quote Me Happy Premier Arthur J. Gallagher Insurance Brokers Limited RAC RAC Financial Services Limited Right Choice Insurance Brokers Right Choice Insurance Brokers Limited Right Choice Insurance Brokers Right Choice Insurance Brokers Limited Right Choice Insurance Brokers Limited Right Safeguard Gold Atlanta Insurance Intermediaries Limited Safeguard Silver Saga Saga Services Limited Sheilas' Wheels Sheilas' Wheels Essentials Sky Protect Zurich Insurance Company Ltd Swiftcover Plus Home Insurance Swiftcover Plus Home Insurance Swiftcover Plus Home Insurance Swinton Classic Swinton Classic Swinton Essentials Tesco Bank Urban Jungle Basic Urban Jungle Essential	Brand(s)	Insurer / Broker
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www.guotemehappy.com-good Ayiya UK Digital Limited	Urban Jungle Basic Urban Jungle Deluxe	Urban Jungle Services Ltd
	www.quotemehappy.com-good	Aviva UK Digital Limited

## **About our services - Home Insurance**

Brand(s)	Insurer / Broker
Yoga Insure	Yoga Insurance Services 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 main home insurance journey 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: <a href="http://www.financial-ombudsman.org.uk/">http://www.financial-ombudsman.org.uk/</a> 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

### **About our services - Home Insurance**

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: <a href="mailto:customerservices@moneysupermarket.com">customerservices@moneysupermarket.com</a>

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

Correct as of 03.12.2025