

MONEYSUPERMARKET

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: <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 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 Silver	AA
Acorn Insurance	Intelligent Insurance
Admiral – Gold Admiral - Platinum Admiral - Standard	Admiral Insurance (Gibraltar) Limited
Ageas	Ageas Insurance Limited
Allianz Bronze Allianz Gold Allianz Silver	Allianz Group
Aviva Aviva Premium	Aviva Insurance Limited

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Brand(s)	Insurer / Broker
AXA Home Insurance AXA Plus Home Insurance AXA Premier Home Insurance	AXA Insurance UK Plc
Churchill Churchill Essentials Churchill Plus	U K Insurance Limited
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 Essentials First Central Premier	First Central Insurance Management Ltd
Frontier Essentials Frontier Home Insurance	Frontier Insurance Solutions Ltd
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 Premier	Hastings Insurance Services Limited
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 Money Home Insurance Bronze John Lewis Money Home Insurance Silver John Lewis Money Home Insurance Gold	John Lewis Money
Lemonade Ace Lemonade Epic Lemonade Super	Lemonade Insurance
Lloyds Bank	Lloyds Bank plc
LV= LV= Select	LV= General Insurance
Marshmallow	Marshmallow Financial Services

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MBNA MBNA Plus	Lloyds Bank Insurance Services Limited
Monzo	Chubb European Group SE
More Than More Than Plus More Than Premium	Admiral Group
Nationwide Enhanced Nationwide Essentials	Intelligent Insurance
One Call Insurance Ltd One Click	One Call Insurance Services Limited
One Insurance Solution	Brightside Insurance Services Ltd
One Protect	One Call Insurance Services Limited
PerformanceDirect Peter Best	Grove & Dean Ltd
Policy Expert Basic Policy Expert Bronze Policy Expert Gold Policy Expert Platinum Policy Expert Silver Policy Expert Sandard	QMetric Group Limited
Post Office Bronze Post Office Gold+ Post Office Silver+	Post Office Limited
Privilege Privilege Platinum	U K Insurance Limited
Quote Me Happy Essentials Plus Quote Me Happy Premier	Aviva UK Digital Limited
RAC	RAC Financial Services Limited
RIAS	Ageas Retail Limited
Right Choice Insurance Brokers	Right Choice Insurance Brokers Limited
RightSure	W.E.Bedford Insurance Services (Wimbledon) Ltd
Safeguard Bronze Safeguard Gold Safeguard Silver	Atlanta Insurance Intermediaries Limited
Saga	Saga Services Limited
Select by Urban Jungle Basic Select by Urban Jungle Deluxe Select by Urban Jungle Essential	Urban Jungle Services Ltd
Sheilas' Wheels Sheilas' Wheels Essentials	Esure Insurance Limited
Sky Protect	Zurich Insurance Company Ltd
Swiftcover Home Insurance	

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Swiftcover Plus Home Insurance	AXA Insurance UK Plc
Swinton Classic Swinton Essentials	Atlanta Insurance Intermediaries Limited
Tesco Bank	Tesco Bank
Umbri flex Umbri flex plus Umbri max	umbri
Urban Jungle Urban Jungle Basic Urban Jungle Deluxe Urban Jungle Essential	Urban Jungle Services Ltd
www.quotemehappy.com-good	Aviva UK Digital Limited
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.

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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.

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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.