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

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| Brand(s) | Insurer / Broker |
|---|---|
| AXA Home Insurance<br>AXA Plus Home Insurance<br>AXA Premier Home Insurance | AXA Insurance UK Plc |
| Churchill<br>Churchill Essentials<br>Churchill Plus | U K Insurance Limited |
| Co-op Essentials | Co-op Insurance Services Limited |
| Cornmarket Insurance Services | Cornmarket Group Financial Services Ltd |
| Direct Line Essentials<br>Direct Line Premium<br>Direct Line Standard | U K Insurance Limited |
| esure<br>esure Flex | Esure Insurance Limited |
| First Central<br>First Central Essentials<br>First Central Premier | First Central Insurance Management Ltd |
| Frontier Essentials<br>Frontier Home Insurance | Frontier Insurance Solutions Ltd |
| Get Cover | Mark Richard Brokers |
| Got You Covered | Got You Covered Ltd |
| Grove & Dean | Grove & Dean Ltd |
| Hastings Direct<br>Hastings Essential<br>Hastings Premier | Hastings Insurance Services Limited |
| HomeInsurer | Thamesbank Insurance Services |
| Homeprotect – RSA<br>Homeprotect – AXA | Avantia Insurance Limited |
| Ikea Bronze<br>Ikea Silver<br>Ikea Gold | Urban Jungle Services Ltd |
| InsureMy<br>InsureMy Premier | CETA Insurance Limited |
| Intelligent Insurance | Intelligent Advisory Services Limited |
| John Lewis Money Home Insurance Bronze<br>John Lewis Money Home Insurance Silver<br>John Lewis Money Home Insurance Gold | John Lewis Money |
| Lemonade Ace<br>Lemonade Epic<br>Lemonade Super | Lemonade Insurance |

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| | |
|---|---|
| Lloyds Bank | Lloyds Bank plc |
| LV=<br>LV= Select | LV= General Insurance |
| Marshmallow | Marshmallow Financial Services |
| MBNA<br>MBNA Plus | Lloyds Bank Insurance Services Limited |
| Monzo | Chubb European Group SE |
| More Than<br>More Than Plus<br>More Than Premium | Admiral Group |
| Nationwide Enhanced<br>Nationwide Essentials | Intelligent Insurance |
| One Call Insurance Ltd<br>One Click | One Call Insurance Services Limited |
| One Insurance Solution | Brightside Insurance Services Ltd |
| One Protect | One Call Insurance Services Limited |
| PerformanceDirect<br>Peter Best | Grove & Dean Ltd |
| Policy Expert Basic<br>Policy Expert Bronze<br>Policy Expert Gold<br>Policy Expert Platinum<br>Policy Expert Silver<br>Policy Expert Standard | QMetric Group Limited |
| Post Office Bronze<br>Post Office Gold+<br>Post Office Silver+ | Post Office Limited |
| Privilege<br>Privilege Platinum | U K Insurance Limited |
| Quote Me Happy Essentials Plus<br>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<br>Safeguard Gold<br>Safeguard Silver | Atlanta Insurance Intermediaries Limited |
| Saga | Saga Services Limited |
| Select by Urban Jungle Basic<br>Select by Urban Jungle Deluxe | Urban Jungle Services Ltd |

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| | |
|---|---|
| Select by Urban Jungle Essential | |
| Sheilas' Wheels<br>Sheilas' Wheels Essentials | Esure Insurance Limited |
| Sky Protect | Zurich Insurance Company Ltd |
| Swiftcover Home Insurance<br>Swiftcover Plus Home Insurance | AXA Insurance UK Plc |
| Swinton Classic<br>Swinton Essentials | Atlanta Insurance Intermediaries Limited |
| Tesco Bank | Tesco Bank |
| Umbrl flex<br>Umbrl flex plus<br>Umbrl max | umbrl |
| Urban Jungle<br>Urban Jungle Basic<br>Urban Jungle Deluxe<br>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

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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.

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.

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[CLASSIFICATION: PUBLIC/PERSONAL]