MONEYSUPERMARKET

About our services - Credit Cards

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 using the FCA Financial Services Register at: https://register.fca.org.uk

Our registered address is:

MONY Group House, St. Davids Park, Ewloe, Deeside, 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 credit card providers we work with are:

- 118118 Money
- American Express
- Aqua
- Barclaycard
- Bits
- Capital One
- Fluid
- HSBC
- John Lewis
- Lloyds Bank
- Loqbox
- M&S
- Marbles
- MBNA
- NatWest
- Santander
- Tesco Bank
- Vanquis Bank
- Virgin Money
- Wollit
- Yonder
- Zable & Zable+
- Zilch
- Zopa

Correct as of 13.11.2026

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How we get paid

When you take out a credit card through our site we receive a flat fee from the provider.

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.

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, a lender, 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.

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