



About our services - Car 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 products and insurers, to help you decide on the right policy for you.

Firms we work with

The brokers and insurers we work with are:

Brand	Insurer/Broker
1st Central Connect 1st Central Core 1st Central Core + Breakdown 1st Central Core + Legal 1st Central Core Premier 1 st Central Extra 1 st Central Extra Plus Breakdown 1 st Central Extra Plus Legal 1 st Central Extra Premier 1 st Central Value 1 st Central Value Online	1st Central
A Choice	Premium Choice
AA Gold AA Platinum AA Silver	AA

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Brand	Insurer/Broker
Acorn Acorn Protect	Acorn Insurance and Financial Services Ltd
Admiral Admiral Essential Admiral Gold Admiral LittleBox Admiral Platinum	Admiral
Adrian Flux Telematics	Flux Telematics
Ageas Ageas Essentials	Ageas Retail Limited
Allianz Online Bronze Allianz Online Gold Allianz Silver	LV= General Insurance
Aura	Premium Choice
Autonet Autonet Plus	Atlanta Insurance Services Limited
Autosaint	Right Choice Insurance Brokers Limited
Aviva Aviva Gold Aviva Platinum Aviva Zero Aviva Zero Essentials	Aviva UK Digital Limited
AXA AXA Plus	AXA
Bank of Scotland Car Insurance Gold Bank of Scotland Car Insurance Silver	Bank of Scotland plc
Be Wiser Be Wiser Classic Be Wiser Premier	Be Wiser
Beam	AA
Boom boom essentials boom plus boom premium	Abacai Technologies Limited
Budget	BISL Ltd
Car Insurance Experts	Brokers Experts Limited
CarInsurer.co.uk	Thamesbank Insurance Services
Carole Nash	Atlanta Insurance Services Limited

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Brand	Insurer/Broker
Carrot	Carrot Risk Technologies Ltd
Churchill	UK Insurance Limited
Churchill Drivesure	UK Insurance Limited
Churchill Essentials	UK Insurance Limited
Churchill Plus	UK Insurance Limited
City Insurance	City Broking Ltd
Co-op Essentials	Co-op Insurance Services Limited
Collingwood Insurance Services (UK) Ltd	Collingwood Insurance Services (UK) Ltd
Collingwood Plus	Collingwood Insurance Services (UK) Ltd
Collingwood Prestige	Collingwood Insurance Services (UK) Ltd
Cornmarket Insurance	Cornmarket Insurance Services Limited
Darwin	UK Insurance Limited
Darwin Gold	UK Insurance Limited
Darwin Platinum	UK Insurance Limited
Dial Direct	BISL Ltd
Dial Direct Premier	BISL Ltd
Diamond	Admiral
Direct Line	UK Insurance Limited
Direct Line Essentials	UK Insurance Limited
Direct Line Plus	UK Insurance Limited
Eaglesure	Greenlight
elephant.co.uk	Admiral
esure	esure
esure Flex	esure
First Alternative	Ageas
Ford Insure	Admiral Group plc
General Accident	Aviva UK Digital Limited
Geoffrey	BISL Ltd
Geoffrey Essentials	BISL Ltd
Go Girl	Sabre Insurance Company Limited
Go Skippy	Somerset Bridge Insurance Services
Go Skippy Connect	Somerset Bridge Insurance Services
Go Skippy Essentials	Somerset Bridge Insurance Services
Go Skippy Premier	Somerset Bridge Insurance Services
Go Skippy Roadside	Somerset Bridge Insurance Services
GoSkippy EV	Somerset Bridge Insurance Services
Got 2 Insure	Got 2 Insure Ltd
Got You Covered	Got You Covered
Grove & Dean Private Clients	Grove & Dean Ltd

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Brand	Insurer/Broker
Hastings Direct	
Hastings Essentials	Hastings Group
Hastings Premier	
Hastings YouDrive	
Hedgehog	Hedgehog Limited
Hughes Insurance	Hughes Insurance Services Limited
igo4	
iGo4 Electric	iGO4 Limited
Insure 2 Drive	Sabre Insurance Company Limited
Insure Pink	Hastings Group
Kwik Fit	Aioi Nissay Dowa Insurance UK Limited
LadyBird	Right Choice Insurance Brokers Ltd
Lancaster Insurance	Markerstudy Insurance Company Limited
Lloyds Bank Car Insurance Gold	
Lloyds Bank Car Insurance Silver	AXA Insurance UK PLC
Love Your Miles	Love Your Miles Limited
LV=	
LV= Plus	LV= General Insurance
M&S Car Insurance	
M&S Car Insurance Premier	BISL Ltd
Marmalade	
Marmalade Classic	Atlanta Insurance Intermediaries Limited
Marmalade Essentials	
Marshmallow Essential	
Marshmallow Go	
Marshmallow Lightest	Marshmallow Financial Services Limited
Marshmallow Move	
Marshmallow Original	
Marshmallow Plus	
Modified Car Insurance	Greenlight
MOJA	
MOJA Essentials	AXA
Motor Vision	Grove & Dean Ltd
Motorcade Insurance	Acorn Insurance and Financial Services Ltd
My Policy	My Policy Limited
Nutshell	BISL Ltd

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Brand	Insurer/Broker
One Call Insurance	
One Call Pay As You Drive	
One Click	One Call Insurance Services Limited
One Direct	
One Protect	
One Quote Direct	Europa Group Limited
Peoples Choice	Hastings Group
Performance Direct	Grove & Dean Ltd
Peter Best	Peter Best Insurance Services Ltd
Policy Expert Bronze	
Policy Expert Gold	Qmetric Group Limited
Policy Expert Silver	
Post Office	
Post Office Premier	BISL Ltd
Prima	
Prima Essentials	Pro MGA Solutions Ltd
Prima Plus	
Privilege	
Privilege Plus	UK Insurance Limited
Privilege Telematics	
Quote Detective	
Quote Detective Young Driver	Next Risk Solutions Limited
Quote Me Happy Connect Plus	
Quote Me Happy Plus with legal	Aviva UK Digital Limited
Quote Me Happy Plus with Roadside	
Quote me Happy Premier	
Quotemehappy.com Connect	
QuoteMeHappy.com Essentials	Aviva UK Digital Limited
QuoteMeHappy.com Plus	
RAC	
RAC Black Box	
RAC Online	BISL Ltd
RAC Online Plus	
RAC Online Premier	
RAC Plus	
RIAS	Ageas Retail Limited
Right Choice Insurance	Right Choice Insurance Brokers Limited
RightSure	W.E.Bedford Insurance Services (Wimbledon) Ltd

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Saga	Saga Services Limited
Brand	Insurer/Broker
Santander Car Insurance	BISL Ltd
Sheilas' Wheels Sheilas' Wheels Essentials	Esure flex
Sterling Insurance	Herts Insurance Consultants Ltd
Swiftcover Swiftcover Plus	AXA Insurance UK plc
Swinton Classic Swinton Essentials	Atlanta Insurance Services Limited
Tesco Bank Bronze Tesco Bank Cover + Tesco Bank Silver	Aioi Nissay Dowa Insurance UK Ltd
The Insurance Factory	Markerstudy Insurance Company Limited
Ticker Ticker Pay Per Mile	Ticker Limited
Toyota Insurance Services	Aioi Nissay Dowa Insurance UK Ltd
U Drive	U Drive Cover Ltd
Urban Jungle	Urban Jungle Services Limited
Vavista	Somerset Bridge Insurance Services
Wise Driving Black Box WiseDriving - Self Install	iGO4 Limited
Yoga	Yoga Insurance Services Limited
Zego	Extracover Limited
Zenith Car Insurance	BISL Ltd

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 site 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

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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, 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

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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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