

# MONEYSUPERMARKET

## 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](mailto: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<br>1st Central Core<br>1st Central Core + Breakdown<br>1st Central Core + Legal<br>1st Central Core Premier<br>1 <sup>st</sup> Central Extra<br>1 <sup>st</sup> Central Extra Plus Breakdown<br>1 <sup>st</sup> Central Extra Plus Legal<br>1 <sup>st</sup> Central Extra Premier<br>1 <sup>st</sup> Central Value<br>1 <sup>st</sup> Central Value Online | 1st Central    |
| A Choice                                                                                                                                                                                                                                                                                                                                                                       | Premium Choice |
| AA Gold<br>AA Platinum<br>AA Silver                                                                                                                                                                                                                                                                                                                                            | AA             |

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

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

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| Brand                                                                                                                                                                                 | Insurer/Broker                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| Grove & Dean Private Clients                                                                                                                                                          | Grove & Dean Ltd                           |
| Hastings Direct<br>Hastings Essentials<br>Hastings Premier<br>Hastings YouDrive                                                                                                       | Hastings Group                             |
| Hedgehog                                                                                                                                                                              | Hedgehog Limited                           |
| Hughes Insurance                                                                                                                                                                      | Hughes Insurance Services Limited          |
| igo4<br>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<br>Lloyds Bank Car Insurance Silver                                                                                                                    | AXA Insurance UK PLC                       |
| Love Your Miles                                                                                                                                                                       | Love Your Miles Limited                    |
| LV=<br>LV= Plus                                                                                                                                                                       | Allianz Group                              |
| Marmalade<br>Marmalade Classic<br>Marmalade Essentials                                                                                                                                | Atlanta Group                              |
| Marshmallow Essential<br>Marshmallow Go<br>Marshmallow Lightest<br>Marshmallow Move<br>Marshmallow Move Original<br>Marshmallow Move Plus<br>Marshmallow Original<br>Marshmallow Plus | Marshmallow Financial Services Limited     |
| Modified Car Insurance                                                                                                                                                                | Greenlight                                 |
| MOJA<br>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<br>One Call Pay As You Drive<br>One Click<br>One Direct<br>One Protect                                                                                                                           | One Call Insurance Services Limited |
| One Quote Direct                                                                                                                                                                                                    | Europa Group Limited                |
| Peoples Choice                                                                                                                                                                                                      | Hastings Group                      |
| Performance Direct<br>Peter Best                                                                                                                                                                                    | Grove & Dean Ltd                    |
| Picnic<br>Picnic Essentials<br>Picnic Premier                                                                                                                                                                       | 1 <sup>st</sup> Central             |
| Policy Expert Bronze<br>Policy Expert Gold<br>Policy Expert Silver                                                                                                                                                  | Qmetric Group Limited               |
| Post Office Bronze<br>Post Office Gold<br>Post Office Silver                                                                                                                                                        | BISL Ltd                            |
| Prima<br>Prima Essentials<br>Prima Plus<br>Prima Premier                                                                                                                                                            | Prima                               |
| Privilege<br>Privilege Plus<br>Privilege Telematics                                                                                                                                                                 | Direct Line Group                   |
| Quote Detective<br>Quote Detective Young Driver                                                                                                                                                                     | Next Risk Solutions Limited         |
| Quote Me Happy Connect Premier<br>Quote Me Happy Plus with legal<br>Quote Me Happy Plus with Roadside<br>Quote me Happy Premier<br>Quotemehappy.com Connect<br>QuoteMeHappy.com Essentials<br>QuoteMeHappy.com Plus | Aviva UK Digital Limited            |
| RAC<br>RAC Black Box<br>RAC Online<br>RAC Online Plus<br>RAC Online Premier<br>RAC Plus                                                                                                                             | BISL Ltd                            |

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| Brand                                                                          | Insurer/Broker                         |
|--------------------------------------------------------------------------------|----------------------------------------|
| RIAS                                                                           | Ageas Retail Limited                   |
| Right Choice Insurance                                                         | Right Choice Insurance Brokers Limited |
| RightSure                                                                      | Bedford Insurance Group                |
| Saga                                                                           | Saga Services Limited                  |
| Santander Car Insurance                                                        | BISL Ltd                               |
| Sheilas' Wheels<br>Sheilas' Wheels Essentials                                  | Esure flex                             |
| Slick                                                                          | Liverpool Victoria Insurance Ltd       |
| Sterling Core<br>Sterling Insurance<br>Sterling Platinum<br>Sterling Signature | Herts Insurance Consultants Ltd        |
| Swiftcover<br>Swiftcover Plus                                                  | AXA Insurance UK plc                   |
| Swinton Classic<br>Swinton Essentials                                          | Atlanta Insurance Services Limited     |
| Tesco Bank Bronze<br>Tesco Bank Cover +<br>Tesco Bank Silver                   | Tesco Underwriting Ltd                 |
| The Insurance Factory                                                          | Markerstudy Insurance Company Limited  |
| Ticker<br>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<br>WiseDriving - Self Install                           | iGO4 Limited                           |
| Yoga<br>Yoga Lite                                                              | 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.

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### 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 provide to you, please contact us, using any of the methods detailed below.

#### Email

[complaints@moneysupermarket.com](mailto: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.

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### Requesting a copy of this document via post

You can do this by emailing: [customerservices@moneysupermarket.com](mailto: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.