MONEYSUPERMARKET

About our services - Pet 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 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 pet Insurance providers we work with are:

Brand	Insurer
Admiral	EUI Limited
Ageas	West Bay Insurance Plc
Agria	Agria Försäkring
Animal Friends Pet Insurance	Red Sands Insurance Company (Europe) Ltd
Argos	Pinnacle Insurance plc
Asda Pet Insurance	West Bay Insurance Plc
Aviva	Aviva Insurance Limited
Co-op Insurance	West Bay Insurance Plc
Corinium Pet Insurance	Watford Insurance Company Europe Limited
Cover My Pet	Building Block Insurance PCC Ltd
Everypaw	Pinnacle Insurance plc
Frank	Casualty & General Insurance Company (Europe) Ltd
Healthy Pets	QIC Europe Ltd

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Insurance Emporium	The Equine and Livestock Insurance Company Limited
Insure Your Paws	Covea Insurance plc
John Lewis	Pinnacle Insurance plc
Lifetime Pet Cover	Bastion Insurance Company Ltd
LV=	Allianz Insurance PLC
M&S Bank	Pinnacle Insurance plc
Many Pets	Great Lakes Insurance SE
More Than	AIGL
Napo	Casualty & General Insurance Company (Europe) Ltd
Nova Direct	Bastion Insurance Company Ltd
Now Pet	Casualty & General Insurance Company (Europe) Ltd
OnlyPaws	Casualty & General Insurance Company (Europe) Ltd
PDSA	Pinnacle Insurance plc
Perfect Pet Insurance	Tedaisy Underwriting Limited
Pet Protect	Pinnacle Insurance
Petgevity	TICORP Limited
Policy Expert	QMetric Group Limited
Post Office	Pinnacle Insurance plc
Puffin Insurance	Watford Insurance Company Europe Limited
Purely Pets	Insurance Factory Ltd
RSPCA	Pinnacle Insurance
Sainsbury's Bank Pet Insurance	Pinnacle Insurance plc
Scratch & Patch	Stonebridge International Insurance Ltd
Tesco Insurance	Pinnacle Insurance
VetsMediCover	Covea Insurance plc
Waggel	Red Sands Insurance Company (Europe) 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.

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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

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

You can do this by emailing:customerservices@moneysupermarket.com

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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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