

# 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](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 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                                           |
|------------------------------|---------------------------------------------------|
| 4 Paws Pet Insurance         | Covéa Insurance plc                               |
| 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                            |
| Bought By Many               | Great Lakes Insurance SE                          |
| Co-op Insurance              | West Bay Insurance Plc                            |
| Corinium Pet Insurance       | Watford Insurance Company Europe Limited          |
| Cover My Pet                 | Building Block Insurance PCC Ltd                  |
| Every paw                    | Pinnacle Insurance plc                            |
| Frank                        | Casualty & General Insurance Company (Europe) Ltd |

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| 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                             |
| Bought By Many                 | Great Lakes Insurance SE                           |
| Corinium Pet Insurance         | Watford Insurance Company Europe Limited           |
| Cover My Pet                   | Building Block Insurance PCC Ltd                   |
| Every paw                      | Pinnacle Insurance plc                             |
| Frank                          | Casualty & General Insurance Company (Europe) Ltd  |
| Healthy Pets                   | QIC Europe Ltd                                     |
| 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                             |
| 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                                 |

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|                    |                                              |
|--------------------|----------------------------------------------|
| Tractive Pet Cover | Covea Insurance plc                          |
| 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.

### 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>

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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](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.