

# MONEYSUPERMARKET

## About our services - Travel 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 are an online insurance intermediary and we use our comparison tools to allow you to compare multiple personalised quotes to find the right product and price for you. We can't offer you advice or make a recommendation on what policy is right for you, but we do try and give you all the information you need to help you decide.

To help you decide which product is right for you, we will ask you a number of questions. These questions are designed to ensure that we, and the insurance providers on our panel, have all the information necessary to provide you with products that meet your needs.

### Firms we work with

We offer you travel insurance quotes from a range of insurance providers and brokers. We operate through two channels and the insurers and brokers we work with will depend on whether you have a pre-existing medical condition or not. A current list can be found below:

## About our services - Travel Insurance

| Brand name                            | Provided by                                   |
|---------------------------------------|-----------------------------------------------|
| A to Z Insurance                      | A to Z Cover Limited                          |
| ABTA Travel Insurance                 | AXA                                           |
| Admiral                               | EUI Limited                                   |
| Ageas                                 | Hood Group Ltd                                |
| ASDA Money                            | AllClear Limited                              |
| Avanti Go                             | TICORP Limited                                |
| Big Blue                              | ROCK Insurance Services Ltd                   |
| CedarTreeInsurance.com                | Worldwide Internet Insurance Services Limited |
| Co-op Travel Insurance                | IES Limited                                   |
| CoverForYou.com                       | Worldwide Internet Insurance Services Limited |
| Coverwise                             | Coverwise Ltd                                 |
| Elect Travel Insurance                | Insure for Travel Limited                     |
| ERGO                                  | ERGO Travel Insurance Services Ltd            |
| Esure                                 | Hood Group Ltd                                |
| Explorer Travel Insurance             | Explorer Insurance Services                   |
| Getaway Cover                         | Healix Insurance Services Ltd                 |
| Gigasure                              | Gigasure Services Limited                     |
| Goodtogoinsurance.com                 | Ancile Insurance Group Ltd                    |
| GreatCover                            | Cover-More Blue Insurance Services Limited    |
| Holiday Extras                        | Holiday Extras Cover Ltd                      |
| InsuranceRepublic.co.uk               | Avidia                                        |
| Insure and Escape                     | Worldwide Internet Insurance Services Limited |
| InsureandGo                           | IES Limited                                   |
| insurefor.com                         | ROCK Insurance Services Ltd                   |
| Insurewithease.com                    | Ancile Insurance Group Ltd                    |
| Journey                               | Bluegreen Holdings Ltd                        |
| Leisure Guard                         | ROCK Insurance Services Ltd                   |
| loveit coverit                        | Pier Insurance Managed Services Limited       |
| Marks and Spencer                     | ROCK Insurance Services Ltd                   |
| Multitrip.com                         | Blue Insurance Ltd                            |
| Oasis Insurance                       | Taurus Insurance Services Ltd                 |
| Outbacker                             | Worldwide Internet Insurance Services Limited |
| Post Office                           | Post Office Ltd                               |
| Puffin Insurance                      | Puffin Group UK Ltd                           |
| RAC                                   | Hood Group Ltd                                |
| Rias                                  | Hood Group Ltd                                |
| Sainsbury's Bank Travel Insurance     | Hood Group Ltd                                |
| Select & Protect                      | Hood Group Ltd                                |
| Southdowns Insurance Services Limited | Southdowns Insurance Services Ltd             |
| SunLife                               | ROCK Insurance Services Ltd                   |
| Switched On Insurance                 | Taurus Insurance Services Ltd                 |

## About our services - Travel Insurance

|                            |                                    |
|----------------------------|------------------------------------|
| Tesco Insurance            | ROCK Insurance Services Ltd        |
| Travel Insurance 4 Medical | Rothwell & Towler Limited          |
| Travel Insurance Saver     | Rothwell & Towler Limited          |
| Traveltime                 | Explorer Insurance Services        |
| TRIPSURE.CO.UK             | Avidia                             |
| Trusted Insurances         | Taurus Insurance Services Limited  |
| Vibe Insurance             | A to Z Cover Limited               |
| Virgin Money               | Hood Group Ltd                     |
| Viva Travel Insurance      | Taurus Insurance Services Limited  |
| Wanda by Avios             | Open Insurance Services UK 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

Once you have chosen a product that is right for you, the insurer will pay us a commission. This commission is a percentage of the total premium. This percentage is subject to a minimum amount and a maximum cap.

### If you want to complain

We hope you never have cause to complain, however we realise that things can go wrong and there may be occasions when you feel that we have not provided you with the service you expected. If you wish to complain you can contact us via the following methods:

#### 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. Sometimes it may take us longer to resolve your complaint, but we will always keep you updated. If you are unhappy with our final decision, you may be eligible to refer your complaint to the Financial Ombudsman Service: <https://www.financial-ombudsman.org.uk/> or you can write to them at:

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## About our services - Travel Insurance

The Financial Ombudsman Service, Exchange Tower, London, E14 9SR

If you are unhappy with any product or service from a third party, for example, an insurer, you, you should address your complaint directly to them. If you require their contact details, please contact our Customer Support Team, using the details above, who will be happy to assist.

### Financial Services Compensation Scheme (FSCS)

We are covered by the FSCS. You may be entitled to make a claim from the scheme if we cannot meet our obligations. This will depend on the type of business and the circumstance of the claim. For further information about compensation arrangements, please visit the FSCS website <https://www.fscs.org.uk>

#### 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.