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

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:

Correct as of 12.11.2026

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Brand name	Provided by
A to Z Insurance	A to Z Cover Limited
AA Travel Insurance	AXA
ABTA Travel Insurance	AXA
Admiral	EUI Limited
Ageas	Hood Group Ltd
ASDA Money	AllClear Limited
Avanti Go	TICORP Limited
Avios Insurance	Open Insurance Services UK 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
Journy	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

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[CLASSIFICATION: PUBLIC/PERSONAL]

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SunLife	ROCK Insurance Services Ltd
Switched On Insurance	Taurus Insurance Services Ltd
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

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

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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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

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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