MONEY SUPERMARKET

In partnership with Comparison Creator

# About our services

## Our Warranty Business

### Who we are

Comparison Creator Limited is authorised and regulated by the Financial Conduct Authority (FRN 832239). You can check this using the FCA Financial Services Register at: https://register.fca.org.uk. Our registered address is: Financial Research Centre Haddenham Business Park, Pegasus Way, Haddenham, Aylesbury, Buckinghamshire, United Kingdom, HP17 8LJ

Our email address is: enquiries@coverengine.co.uk

### Our service to you

We do not give advice or make personal recommendations, but we will try to provide you with the information you need from a range of products, insurers and companies, to help you decide on the right policy for you.

### Firms we work with

The brokers, insurers and companies we work with are:

| Insurer / Broker | Brand(s) |
|---|---|
| Financial & Legal | ALA Insurance |
| Financial & Legal | ALA Insurance |
| Motoreasy | Motor Easy |
| Red Sands | Click4Warranty |
| | CoverMe |

We are not under a contractual obligation to conduct insurance mediation exclusively with any of our providers. When we offer a policy to you and for any subsequent transactions, we act for and on behalf of the provider.

### How we get paid

When you take out a product through our site, we receive a commission from the provider which is a fixed percentage per policy.

## If you want to complain

INSURANCE POLICIES

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: https://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

DIRECT CAR WARRANTIES

These schemes are monitored by The Motor Ombudsman (TMO), so have to adhere to their code of practice, including minimum standards set by the Chartered Trading Standards Institute (CTSI). The Motor Ombudsman deals with complaints and provides dispute resolution service. You can contact The Motor Ombudsman at https://www.themotorombudsman.org/, and details on making a complaint can be found at https://www.themotorombudsman.org/consumers/make-a-complaint. 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 email address above and we will be happy to assist.