

## 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: Comparison Creator Limited, Springboard Business Innovation Centre, Llantarnam Business Park, Cwmbran, Torfaen, NP44 3AW

Our email address is: [enquiries@protectyourfamily.co.uk](mailto:enquiries@protectyourfamily.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 / Company	Brand(s)
ALA	RAC & What? Car
Dynamo Cover Limited	Dynamo
Future 4S Limited u/w by Red Sands Europe Limited	Protect4Sure
MotorEasy	MotorEasy
Motor Products Online	One Car Warranty

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 either a fixed percentage or cost per sale per policy.

## 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 the email address above.

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, depending on whether the product purchase is insurance or a direct car warranty, you can contact the relevant trade bodies;

## 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:

<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>

## 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.