GO.COMPARE

# About our services

## Our Home Emergency and Boiler Cover 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) |
|---|---|
| Evolution Insurance | 24/7 Home Rescue |
| Aviva | HomeServe |
| None | YourRepair |
| None | Plus Heat |
| Novus Underwriting Limited | Hometree |
| Fianancial & Legal | HEA |
| None | Service Box |
| | OpenFix |
| | Emergency Cover |
| | Care Club |
| OVO/Domestic & General | CORGI HomePlan |

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

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 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, 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. 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.