

## About our Service

### Our Home Emergency Business

#### Who we are

money.co.uk is a trading name of Dot Zinc Limited, registered in England (4093922) and authorised and regulated by the Financial Conduct Authority (415689). Our registered address is: The Cooperage, 5 Copper Row, London, England, SE1 2LH. You can check this using the FCA Financial Services Register at: <https://register.fca.org.uk>

Our contact number is: 0800 049 9732

#### Our service to you

We don't give advice or make personal recommendations, but we will try to provide you with the information you need from a range of products and insurers, to help you decide on the right policy for you. Some of the products on our panel are service contracts and as such do not fall under the Financial Services regulations.

#### Firms we work with

The brokers, insurers and companies we work with are:

Insurer/Broker/Company	Brand(s)
Dynamo	Dynamo Home Care & HomeRescue.co
Smart Cover	
Nova Direct	
24/7 Home Rescue	
Plus Heat	
Frank Pickles	
Start Rescue	
Surewise	
Home Emergency Assist	

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

When you take out a policy through our site we receive a commission from the insurer or company which is either a fixed fee or a percentage of the total premium.

## 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:

<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>

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.