

## About our services

### Our Bicycle Insurance 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 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.

#### Firms we work with

The brokers and insurers we work with are:

Insurer/Broker	Brand(s)
The Plan Group Limited	Yellow Jersey
Hildon Park Limited	Assetsure
Acumen Insurance Service Limited	CoverCloud
White Horse Insurance Ireland	ALA Gap Insurance
Eversure Insurance Limited	Eversure
Ripe Insurance	Cycle Plans
E & L	Emporium
Pex Insure	Nova
Hiscox	Bikmo
Thistle Insurance	Cycleguard
Wakam Insurance	Protect My Bike
Gator Bike Insurance	Churchill
Gator Bike Insurance	Sunday's Insurance
Novus Insurance	Dynamo

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/broker which is a fixed percentage fee per policy sold.

## 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, 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 email address above and we will be happy to assist.