



About our services

Our Home Emergency Insurance and Boiler 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: Springboard Business Innovation Centre, Llantarnam Business Park, Llantarnam, Torfaen, NP44 3AW

Our email address is: 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:

Brand	Insurer / Provider
Homerescue.co	Dynamo Cover / Astrenska Insurance Limited
24/7 Home Rescue	24/7 Home Assist Limited
British Gas	British Gas Services Limited
EDF Energy	Domestic & General Insurance PLC
Scottish Power	Domestic & General Insurance PLC
Homeserve	Homeserve Membership Limited
HomeTree	Hometree Marketplace Limited
Home Emergency Assist	Insure Group Limited
SSE	OVO Home Services Limited (service contracts)
Plus Heat	PlusHeat Limited (service contract)
Smart Cover	Smart-Cover Direct Ltd / Asurit Limited
Your Repair	Your Care Services Limited (service contracts)

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 fee from the insurer or broker 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.

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.