

About our Service

Our Motor Breakdown Insurance Business

Who we are

uSwitch Limited is part of the ZPG Limited Group, registered in England (03612689) and authorised and regulated by the Financial Conduct Authority (312850). 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>

Email: customerservices@uswitch.com

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.

Firms we work with

The brokers, insurers and companies we work with are:

Company	Insurer
Autonational	Right Choice Insurance Brokers Limited
AXA Assistance	Inter Partner Assistance Limited
Breakdown Assist	Inter Partner Assistance Limited
Dynamo Breakdown	Novus Underwriting Limited
Green Flag	UK Insurance Limited
LV= Britannia Rescue	Liverpool Victoria Insurance Company Limited
Nova	Bastion Insurance Company Limited
QDOS	Inter Partner Assistance Limited
RAC Motoring Services & RAC Insurance Limited	RAC Financial Services Limited
RecoverCover	Call Assist Limited
Start Rescue	Ageas

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.