

About our services

Our Motor Breakdown Insurance Business

Who we are

Gocompare.com Limited is registered in England and Wales (company no. 5799376). GoCompare Limited is authorised and regulated by the Financial Conduct Authority (FRN 465053). You can check this using the FCA Financial Services Register at: <https://register.fca.org.uk>

Our registered address is: Imperial House, Imperial Way, Newport, Gwent, NP10 8UH.

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
2gether Insurance Services	Building Block Insurance PCC Limited
Auto Aid / Autonational	ERS Syndicate Management Limited
Axa Assistance	Inter Partner Assistance
Breakdown Assist	Inter Partner Assistance
Qdos	Inter Partner Assistance
CoverMy	Building Block Insurance PCC Limited
Dynamo	Novus Underwriting Limited
Eversure	Collinson Group Limited
GEM	GEM Motoring Assist operates outside the scope of the FCA.
Green Flag	UK Insurance Limited
Nova	Policy Excess Insure Limited
RecoverCover	Ageas Insurance Limited
Rescue My Car	UK Breakdown is provided by Rescuemycar.com and operates outside the scope of the FCA. European memberships are underwritten by AmTrust Europe Limited
Start Rescue	Call Assist Limited
Sterling Rescue	Trinity Lane Insurance Company Limited

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 Comparison Creator who operates this panel. This is a fixed percentage of the commission that they receive from a provider.

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 at <https://www.gocompare.com/about/contact/> and we will be happy to assist.