About our services

Our Breakdown Insurance Business

Who we are

uSwitch Limited. An RVU Company. 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 049 973

Our service to you

We do not give advice or make personal recommendations, but we will try to provide you with the information you need from a range of products, insurers and companies, to help you decide on the right policy for you.

Firms we work with

The brokers, insurers and companies we work with are:

Insurer / Broker	Brand(s)
Right Choice Insurance Brokers Limited	AutoNational
Inter Partner Assistance Limited	AXA
Call assist	Start Rescue
Financial & Legal	2Gether Insurance
UK Insurance Limited	Green Flag
Financial & Legal	Nova
Astrenska Insurance Limited (Collinson Insurance)	Dynamo Breakdown
RAC Financial Services Limited	RAC
Liverpool Victoria Insurance Company	Britannia Rescue
Collinson	Veerkle Breakdown

Fortegra	GoVivid

We are not under a contractual obligation to conduct insurance mediation exclusively with any of our providers. When we offer a policy to you and for any subsequent transactions, we act for and on behalf of the provider.

How we get paid

When you take out a product through our site, we receive a commission from the provider which is a fixed percentage per policy.

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: https://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.