



Inside

It takes an estimated 300 hours to sort out your life when your identity is stolen **Page 34**



7 Anglian's service leaves Lorena cold



16 The Bedfords share their pension tactics



30 Helping the Which? family grow their own

News

04 Consumer news

- The threat of concert ticket price rises
- Anglian customers share their complaints
- We check out the merits of Kwik Fit's green car service

10 First look

Digital photo frames tested and rated, plus a tiny new Renault – and a wooden television

© Which? Ltd 2008

Material published in Which? may not be reproduced, stored in a retrieval system or transmitted in any form without the prior permission of Neil Fowler, Editor. Which? may not be used for advertising, sales promotion or publicity. Which? may grant permission to use its WHICH? BEST BUY logo in certain circumstances. For further details please email externalrelations@which.co.uk

UK ISSN 0043-4841

Printing Charterhouse Print Management

Which? is printed on elemental chlorine-free paper made from timber from well-managed forests. The mills have ISO 14001 and certified chain of custody.

Your money

12 Buying cars online

Save thousands with the click of a mouse

16 Annuities

Advice on how to make sure you get the very best out of your retirement nest egg

19 Saving you money

Members' ideas on how to cut costs

20 Tax update

How April's tax changes will affect you

22 Isas

Whether you should invest in the new stocks-and-shares Isas

26 Money monitor

Best Buy Isas and savings accounts – and news of a new taxpayers' charter

Your food

28 Fairtrade

Are Fairtrade products worth the extra outlay and just how good are they?

30 Which? family

Getting your kids to grow and eat more fruit, plus easy ways to make more of your garden

32 Good Food Guide

Traditional and unusual options for Easter Sunday lunch



Our promise Independent and not for profit

Which? aims to help you choose the best goods and services – and avoid the worst. We're entirely independent – we take no ads, no freebies and everything we test is paid for at full price. Since 1957 we've informed, influenced and campaigned on behalf of all consumers in the UK.

Best Buys

These are products that achieve high total test scores.



Don't Buys

These are products that have performed extremely poorly in at least one of our key tests or that have achieved very low total test scores.



Exceptional Value

Our coveted award is given on those rare occasions to products that are both of superb quality and outstandingly priced.



On test

IN-DEPTH TESTS

46 Satnavs

We test the devices helping you get from A to Z

50 Tyres

The Best Buy tyres for the most popular cars on the market

54 All-in-one printers

We help you to pick the perfect printer

58 Digital cameras

A proper camera that will still fit in a jacket pocket



In our wet-braking test, when the car fitted with
Pirelli P6 tyres stopped, the same car with Wanli
S1095 tyres was still doing 30mph **Page 50**



34 Why Rod wanted his data kept in the UK



78 Richard asks us about pay as you drive

Your life

34 Privacy

Could more be done to protect your details?

38 Broadband

The best-value broadband providers

40 Technology focus

What we think of the latest gadgets

42 Parking

Will new rules help or hinder drivers?

63 Fridge-freezers

Best Buys plus the safest ways to store your food

68 Stain removers

Removing wine, sauce and other stains from clothes

70 Dishwasher detergents

Our tests show that you don't have to spend a fortune to get your glasses sparkling clean

72 Dishwashers

Best Buys to bring a shine to your plates



72 Making a meal of it: dishwashers on test

78 Ask the experts

Pay-as-you-go car insurance

80 Your letters

Primary care and printer ink

81 Help wanted

Your chance to help with our research

82 Brief cases

Bert challenges a hefty British Gas bill

Your Which?

Contact Which?



MEMBERS' HELPLINE

01992 822800

For queries about your Which? membership. We receive a high number of calls from members on Mondays. Given this, you may find it easier to contact us later in the week

Mon-Fri 8.30am-8pm; Sat and bank holidays 9am-1pm. Please give your Which? membership number and daytime phone number. Calls may be monitored or recorded for training. All letters should be sent to Which? Ltd, PO Box 44, Hertford X SG14 1SH. You can also fax us on 020 7770 7485 or email which@which.co.uk

WHICH? LEGAL SERVICE

01992 822828; wls@which.co.uk

Members of Which? Legal Service can get unlimited phone advice from our expert consumer and employment lawyers

Mon-Fri 8.30am-6pm. Call for more details or visit www.which.co.uk/legalservice to find out how we can help you

HAVE YOUR SAY

letters@which.co.uk

Got a consumer question for our experts? Want to tell us your views on our reports or share your tales with fellow members?

You can also write to Letters, PO Box 44, Hertford X SG14 1SH

CONSUMER NEWS HOTLINE

0800 252088

Got a story you think needs investigating? Call our hotline and leave your message

Calls are free. We're sorry but we can't reply individually

WHICH? ONLINE

www.which.co.uk

Visit our website to access hundreds of reports, compare products, get the latest Best Buys, up-to-date prices and breaking news and much more (see p84)

SWITCH WITH WHICH?

www.switchwithwhich.co.uk

Our free home-energy switching service lets you compare hundreds of tariffs and switch suppliers in minutes

You can also call 0800 533031

helpwanted@which.co.uk

Can you help us with our research for future reports? See p81

There are more requests for your help online at www.which.co.uk/helpwanted. We regret we are unable to acknowledge replies or help resolve problems or disputes