

Contact Which?

Which? is much more than a magazine – we have various services to help you get the best products and services, and many could save you money



WHICH? ONLINE

www.which.co.uk

www.whichcompare.co.uk

Get hundreds of reports online, with the latest Best Buys, prices and advice as well as breaking news.



WHICH? EDITORIAL

letters@which.co.uk

To respond to any article.

news@which.co.uk For stories

you think need investigating.

asktheexperts@which.co.uk

Send consumer questions for

our 'ask the experts' page.

helpwanted@which.co.uk

Help our research (see p82).



MEMBERS' HELPLINE

which@which.co.uk

01992 822800

Which?, Gascoyne Way,
Hertford SG14 1LH.

For membership queries and
on-the-spot advice (call Mon-Fri
8:30-18:00, Sat 9:00-13:00).



SUBSCRIPTIONS

01992 822800 For any query
about your current magazine
subscriptions.



WHICH? LEGAL SERVICE

www.whichlegalservice.co.uk

01992 822828 Subscribe to
get unlimited phone advice
from our expert consumer
and employment lawyers
(call Mon-Fri 8:30-18:00).



WHICH? LOCAL

www.which-local.co.uk Need
a trustworthy tradesperson or
service? We list thousands
of local businesses rated
by Which? members.



WHICH? SWITCH

www.whichswitch.co.uk

0800 533031 Compare energy
tariffs and save on bills with our
free switching service.

Contents

News

04 Consumer news

'Free laptop' deals investigated; plus, get your nominations in for the *Good Food Guide* Restaurant of the Year Award and the Which? Local Awards

08 First look

Our first impressions of a 3D webcam, a pocket projector and a handheld vac, plus new digital cameras and the 'Fat trap'

Your life

12 Do brain trainers work?

If you're looking to improve your memory or your mental agility, are brain training gadgets a worthwhile investment, or would you be better off with a crossword or Sudoku puzzle?

16 Train or plane?

Unsure of the best way to travel around Europe? *Which? Holiday* compares planes and trains on cost and journey times, and looks at Best Buy travel insurance and credit cards

19 Which food is best for you?

59% of you buy foods with added ingredients that are designed to tackle health concerns. But with some adding hundreds of pounds to your shopping bills, are they really worth it?

22 Online privacy matters

Webwise wants to track your internet surfing habits so it can send you more relevant adverts. But is it a useful service or an invasion of privacy?

Your money

24 4 ways to beat the savings crisis

With interest rates tumbling, we show you ways to find the accounts that still give you a good run for your money

27 Money monitor

The latest advice for Post Office savings account holders; the Which? verdict on the RIAS excess protection policy; plus Best Buy cash Isas and savings accounts

30 Is going private the healthy option?

Considering taking out private health insurance? We explain your options and how to keep costs down

34 Saving you money

Our top tips for making your hard-earned money go further

Your home

36 Internet access to go

Which mobile broadband deals are best for customer service? **◀ Cover story**

40 Drive off with a thrifty new car

Cutting your motoring costs needn't be a hardship with our range of affordable cars **◀ Cover story**

44 First drive

We take Hyundai's new i20 supermini and the Toyota Avensis for a spin

© Which? Ltd 2009

Material published in Which? may not be reproduced, stored in a retrieval system or transmitted in any form without the prior permission of Helen Parker, Editorial Director. 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.

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.



Healthy food
options rated

19

16

The best
ways to
travel in
Europe



Mobile
internet
on trial

36



Digital cameras tested

52



40

The thriftiest
new cars on
the road

On test

46 Laptops

Find a great laptop that won't break the bank – we pick Best Buys to suit every budget [Cover story](#)

52 Digital cameras

We've made it easy for you to pick a digital camera that will meet your needs. Check out our reviews of cameras for casual, intermediate and advanced photographers

56 Carpet stain removers

We put 17 carpet stain removers through a tough set of tests and found that cheaper products and even washing-up liquid outdid some of the best-known brands

58 Dishwashers

We pick the Best Buy full-sized, slimline and built-in dishwashers

and reveal the ones to avoid. We also give tips on dishwasher maintenance and saving energy

66 Fridge-freezers

There's no need to bust the budget if you want to buy a great fridge-freezer – we've found five Best Buys that keep their cool for less than £500

70 PVRs/DVD recorders

Recording TV in the digital world is quick and easy. We help you choose between DVD recorders and hard-disk PVRs that will store hours of programmes – and reveal the Best Buys

74 Laptop accessories

We've rounded up a selection of the best accessories for your new laptop, including monitors, hard drives, speakers, webcams, wireless routers and printers

Your Which

77 Which? view

Which? has asked the government to take swift action on the financial crisis

78 Here to help

Our experts help holidaymakers win compensation over information given in a First Choice brochure

80 Letters and Ask the experts

Your letters on recent articles, and expert advice on nuisance calls and overdraft fees

82 Help wanted

Help us to help you and other consumers by sharing your experiences and concerns

83 Coming soon

What you'll find in Which? over the next few months