

JULY 2005

SMALL PRINT,  
**BIG PROFITS**

Join the protest  
Big banks are  
taking our money  
and getting away  
with poor service

Shining light  
Our Best on Test  
TV projector

BEST  
ON  
TEST

Panasonic

TV projector



Car security

KEY ISSUE

Banks p10

## EXPOSED

### 05 INSIDE STORY

- Vodafone agrees to waive £15,300 in mobile phone charges after thieves run up the massive bill
- British Airways gives one-way flyers a fairer deal

### 10 BANKS

We investigate how banks make money by charging over the odds and profiting from customers' loyalty

### 17 FOOD SAFETY AT EVENTS

Our inspectors found high levels of bacteria in the food we bought at some of the country's most popular days out

### 20 SALES

If it feels like there's always a sale on at MFI, you're right – there is

## YOUR LIFE

### 23 CAR SECURITY

Our expert thieves have found that it's still too easy to steal belongings from cars

### 26 PRODUCT RELIABILITY

You tell us which brands of audio-visual goods won't let you down

### 31 CAR CRASH TESTS

The latest Euro NCAP results show that car makers could do more to protect pedestrians

### 32 OFFSET MORTGAGES

Find out whether you would benefit from combining your mortgage, current account and savings all into one account

### 36 FILM PROCESSING

The best services on the high street and by post

#### OUR PROMISE

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 have informed, influenced and campaigned for all consumers in the UK.

'A lot of big events use temporary staff.

Hygiene training can be extremely variable'

Jenny Morris, Chartered Institute of Environmental Health

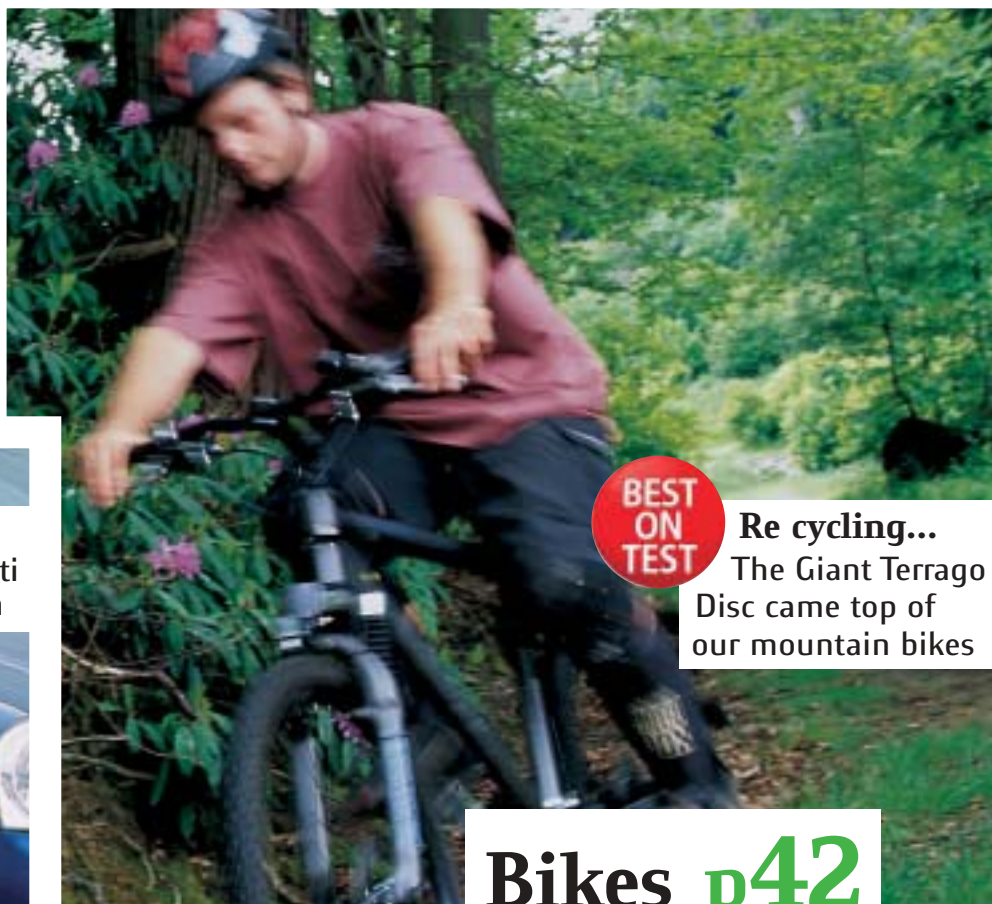


**Washing machines** **p50**



**Steal blues**  
The Chevrolet Lacetti is easy to steal from

**Car security** **p23**



**BEST ON TEST**

**Re cycling...**  
The Giant Terrago Disc came top of our mountain bikes

**Bikes** **p42**

## TESTING, TESTING

### 40 ALL CHANGE

Flash car wash, high-power disposable batteries, Sony's latest MP3 player and Sonorix Bluetooth headphones/music player

### 42 BICYCLES

Mountain bikes for adventurers, and hybrids for townies

### 48 BIKE HELMETS

Protect your head with one of our Best Buys

### 50 TV PROJECTORS

The best models to beam TV, DVDs or slide shows on to your wall

### 54 WIRE DETECTORS

Most in our test were disappointing, so we have only one Best Buy

### 56 PRINTERS

Best Buy laser and inkjet printers, as well as portable photo printers

### 60 SINGLE-USE CAMERAS

Best Buys for the beach, parties and weddings

## REGULARS

### 22 FOOD AND HEALTH

'Fresh' bread, and new rules on care homes

### 38 MONEY MONITOR

Regular savings and savings accounts

### 64 CONTACTS A TO Z

Save time when shopping around

### 65 INDEX

A guide to the main features published in the first six months of 2005

### 66 TAKE ISSUE

Your letters, plus campaigning activities

### 68 BRIEF CASES

Two cases from our legal files

# WIN

We've got five Epson Aculaser C1100 laser printers to give away in our Best Buy competition

Just answer a simple question from this month's report and you could be one of our lucky winners. Turn to p64 for more details and full competition rules.



## THIS ISSUE IN NUMBERS

<b>Banks</b>	
Products analysed	500
<b>Bicycles</b>	
Kilometres cycled	20,000
<b>Film processing</b>	
Photos taken	4,320
<b>Printers</b>	
Sheets of A4 paper used	81,920