

NOVEMBER 2005



13% of drivers in our survey received a parking fine in the past year

Over £300 million was raised from parking fines in the UK in 2003-2004

### Fine mess?

We investigate your grumbles about parking

Card sharps  
Watch out –  
there are  
cheats about

## Card fraud

### KEY ISSUE

## Parking p10



## Cam

## EXPOSED

### 05 INSIDE STORY

- We help one reader win a £25,000 insurance payout after he had to leave the army on medical grounds
- Patients are urged to speak up to protect their health

### 10 PARKING

It's not just finding a space that's the problem: we look at over-zealous parking attendants, residential schemes, and extortionate clampers

### 16 CARD FRAUD

How you can help prevent yourself becoming one of the many victims

## YOUR LIFE

### 20 NEW TECHNOLOGY

We examine how new innovations are reshaping products in the home, in your pocket and on the road

### 26 HAM

We look at the meaty issue of exactly how much water manufacturers add to ham without telling us

### 28 ONLINE PRICES

Shopping on the internet instead of the high street can save you hundreds of pounds. We help you net a bargain

### 31 CURRENT ACCOUNTS

Our annual round-up of the banks and building societies that offer the best rates and service

### 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.

**'Most card fraud is carried out by organised gangs and is often used to fund terrorism or launder money'**

Detective Chief Inspector Roger Cook

## WIN

We've got five Panasonic NV-GS75 digital camcorders 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.



Members' helpline: 01992 822 800/0845 307 4000



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camcorders p45



MP3 players p38

## TESTING, TESTING

### 36 PRODUCT NEWS

Air Rider and Hoover The One Touch vacuum cleaners, TV on your wristwatch and Jamie Oliver's Flavour Shaker

### 38 MP3 PLAYERS

Our new test finds the iPod still in charge, although there are now some pretty credible competitors

### 44 PORTABLE CD PLAYERS

If you don't have a computer but still like music on the move, here are our Best Buys

### 45 DIGITAL CAMCORDERS

Best Buys for making top-quality home movies, plus a guide to editing on a computer

### 48 DISHWASHERS

You could save three weeks each year by not having to do the dishes

### 50 WIDESCREEN AND FLAT-PANEL TVs

Our first Best Buy LCD and plasma TVs, plus conventional models on test

### 56 TUMBLE DRIERS

Appliances that will help you beat the washday blues – plus a few that are best avoided

### 60 SHREDDERS

Best Buys that can shred plastic cards, cheque books and other personal documents

## REGULARS

### 19 ASK THE EXPERTS

Questions on fruit juices and drinks

### 30 MONEY MONITOR

Savings accounts and regular savings

### 63 BEST BUY MONITOR

Our Best Buy freezers at the lowest prices

### 64 CONTACTS A TO Z

Save time when shopping around

### 66 TAKE ISSUE

Your letters, plus campaigning activities

### 68 BRIEF CASES

Two cases from our legal files

### THIS ISSUE IN NUMBERS

Current accounts  
Members' views analysed **5,422**

Tumble driers  
Kilograms of clothes dried **1,489**

Personal stereo  
Number of tracks listened to **1,320**

Shredders  
A4 sheets shredded **21,000**