

line-up



Nick Kirby researched money-saving tips, p20. He says: 'It's easier than you think to save thousands of pounds.'



Rosie Fletcher researched kettles, p54. She says: 'The average household boils its kettle 1,524

times a year, so it's worth choosing the right one.'

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EDITORIAL



Scam alert

It's partly my own fault. I took part in a dodgy-looking competition a year ago to see how it worked. After spending a fortune on premium-rate phone calls, I did win – but the £250 holiday turned out to be ten £25 vouchers off expensive cruises.

My address was clearly sold on, as now I'm inundated with offers of ridiculous-sounding lotteries. Even the local psychic seems to be targeting me. Clearly her powers aren't up to much. Shouldn't she realise that the editor of *Which?* isn't the ideal recipient for her badly spelt letters promising gold (so long as I send her some money first)?

Scams in the UK are rife. Our research (see p10) shows that 28 million people have been targeted by them. Even more worryingly, almost five million people have responded to an offer that turned out to be a scam.

The OFT launches its second Scams Awareness campaign next month. It reckons we lose one billion pounds a year to scam artists. Use our report to make sure that you don't end up as one of its statistics.

Malcolm

Malcolm Coles, Editor

IN THE WASH

Hot news and lukewarm responses

AN END TO PPI?

The Office of Fair Trading is to investigate payment protection insurance (PPI) to see whether consumers get a raw deal. We've often found problems with PPI

SPAM

Back in 2004, Bill Gates predicted that spam would be eliminated as a problem by 2006. Time's up, Bill...



GOING TO SPACE

Virgin customers can redeem frequent-flyer points with Virgin Galactic, the space tourism business launching in 2008



POSTING LETTERS

Postal regulator Postcomm has said that in April, first-class stamps can go up to 32p, and second-class stamps to 22p



GARAGE SERVICING

13 per cent of drivers have had cars returned from garages still with major faults, says a survey by Direct Line breakdown

TURKISH DELIGHT

Sales have tripled on the back of the film of *The Lion, the Witch and the Wardrobe*

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