

## line-up



**Richard Headland tested car safety, p18. He says:** 'Hundreds of pedestrians' lives could be saved each year for a cost of only £50 per car'



**Teresa Fritz researched income protection, p28. She says:** 'Advisers frequently sell inappropriate policies, so make sure you are clued up about which is best for you.'

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## EDITORIAL



## Identity fraud

The internet, dustbins, and companies with lax security – that's all our identity mugger needed to steal my life.

Tesco made no checks at all before sending my details to a stranger's address. Its records can reveal whether I am diabetic, teetotal, or eat kosher food; how many people live in my house; my average weekly spend; and what my favourite products are.

Soon our fraudster had got hold of my birth certificate, which gave my mum's maiden name – a common bank security question. Fooled by a copy of this and an old utility bill, Holmes Place gave away my bank account details (as well as showing how infrequently I go to the gym, and how little I do there).

Before long, my mortgage details were common knowledge. And the only thing that stopped our ID thief 'updating' my address at Barclaycard was that I'd forgotten to tell it I haven't lived with my parents for 10 years!

Read our report on p10 to avoid being the next victim – assuming you really are the person we sent this issue of Which? to...

*Malcolm*

Malcolm Coles, Editor

## IN THE WASH

### Hot news and lukewarm responses

#### PHOTO CARDS

Worried about card theft? Abbey now lets you personalise debit cards with your own photos – you could put your own picture on as a security measure.



#### CHEWING GUM

The single biggest form of street litter, ahead of cigarette butts, according to packaging body INCPEN.

#### RENEWALS

Don't drive uninsured. Most insurers have scrapped the 14-day grace period to renew policies, says the British Insurance Brokers Association.



#### LOW-SALT DIETS

A third of people claim to be cutting down on salt, says the Food Standards Agency. But 26 million of us still eat too much.



#### OLD-SCHOOL MOBILES

Only 4 per cent of people are considering a 3G video phone, a survey by Netonomy has revealed.



#### BIG SUPERMARKETS

Half of us think Tesco is 'too big and powerful' in a survey for Retail Week (although a similar number disagree).

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