

[exclusively for members]

BEST BUY COMPETITION

WIN one of five Sony KLV-17HR3 LCD TVs

What are LCD screens with a resolution of 1,024x768 pixels often described as?

- a) VGA quality b) XGA quality
c) W-XGA quality



To enter our Best Buy competition online, go to www.which.co.uk/whicheextra and click 'competition' or send your entry on a postcard to 'BB April 05', Which?, PO Box 44, Hertford X, SG14 1SH – include your name, address (and postcode), a daytime phone number and your Which? membership number, which can be found on your Which? Extra membership card as your user name.

Our competition is open only to current Which? members. Only one entry per household. Entries received from 5 April to 2 May 2005 will be entered into the competition. Winners will be informed in writing by 20 May 2005. The first five winners drawn with the correct answer will receive a Sony KLV-17HR3 LCD TV. If the model offered is not available, an equivalent will be given. No cash equivalent. A list of winners will be available from BB April 05, Which?, Castlemead, Gascoyne Way, Hertford X, SG14 1LH after 27 May 2005 (please include an SAE). Details will also be on our website. Those under 18 years of age and employees of Which? Ltd, its associated companies and suppliers are not eligible to enter. Members of their immediate families (spouse, children, parents, siblings) are also ineligible, as is anyone living in the employee's household.

LEGAL ADVICE ON OFFER

When your new car breaks down, or that dream holiday falls flat, it's comforting to know that trusted legal help is only a phone call away. Join **Which? Legal Service** and you're guaranteed top-notch advice from one of our 16 consumer lawyers. They'll talk you through your case and guide you to the best option for solving your problem. You may even get the chance to appear in *Which?* as part of our regular 'Brief cases' feature – like Bob and Janice White, who with our help got a £7,853 settlement when the firm they'd employed to refit a bathroom let them down. You can read their story on the back page.

A six-month subscription normally costs £19.50. But this month you pay just £9.75. Turn to the back page to find out more about this great offer.



Which? Legal Service helped Bob and Janice win £7,853

MONEY-SAVING DEALS

Which? members can get great-value deals from Unbeatable and Hughes Direct

Save on photography

www.unbeatable.co.uk/which 01293 433833

Save on electrical goods

www.hughesdirect.co.uk/which 0870 240 1687

HELPLINE

01992 822800
0845 307 4000
+44 1992 822800

Mon-Fri 8.30am-8pm
Sat and bank hols 9am-1pm
Calls may be monitored or recorded for training.

[contacts]

Phone numbers for companies mentioned. Websites can be found with the relevant report on www.which.co.uk/whicheextra

ALL-IN-ONE PRINTERS (p50)

Brother 0870 830 4000
Canon 08705 143 723
Dell 0870 152 4699
Epson 0800 220 546
HP 0845 270 4222
Lexmark 08704 440 044

BEST BUY MONITOR (p55)

Beko 01923 818121
Bosch 08702 400060
Hotpoint 08701 50 60 70
Lec 01243 863 161
Whirlpool 0870 600 8989

BREAKDOWN SERVICES (p30)

Europ 0870 737 5720
GEM 0845 601 4767

CAMPING EQUIPMENT (p36)

Ajungilak Mammut
01625 508218
Artiach online only
Aztec 0116 234 4646
Blacks 0800 214890
Campingaz 01275 845024
Campus 01922 711243
Coleman 01275 845024
Eurohike 0800 214890
Gelert 01766 510 300
Hi Gear 020 8847 4422
Khyam 01922 711243
Lichfield 01475 746000
Mountain Equipment
0161 366 5020
Multimat 01685 350011
Nanok 0161 492 0319
Outwell +45 70 228500
Peakland (Yeomans)
01246 571270
Relum 01728 603189
Royal 02476 470470
Snuggpak 01535 654479
Sunnacamp 01245 329933
Therm-a-rest 01629 580484
Vango 01475 746000
Vaude 01665 510660
Wild Country 01773 837373
Wynnster 01372 377713

HANDHELD AND STICK VACUUM CLEANERS (p46)

Black & Decker 01753 500934
Dirt Devil 0870 873 0081
Electrolux 0870 605 5055
Home-Tek 01924 491188
Hoover 01685 721222
Miele 01235 554455
Morphy Richards
08450 777700
Vax 0870 6061248

LAPTOPS (p43)

Apple 0800 039 1010
Dell 0870 152 4699
Fujitsu Siemens
0800 004 003
Sony 020 7365 2947
Toshiba 08702 202 202

MONEY MONITOR (p31)

Mini cash Isas
Abbey 0845 6000181
Alliance & Leicester
0870 33 33 444
Bank of Scotland
08457 26 36 46
Barclays 0845 603 0845
Buckinghamshire BS
01494 879500
Halifax 08457 263646
HSBC 0800 299299
Lambeth BS 0500 200020
Lloyds TSB Local branch
Stafford Railway BS
01785 223212
Woolwich 0800 334499
Yorkshire BS 0845 1200 100
Children's accounts
Cambridge BS 01223 727272
Chelsea BS 01242 283593
Furness BS 0800 781 4311
HBoS 0845 726 3646
Loughborough BS
01509 610707
Melton Mowbray BS
0845 634311
Nationwide BS
08457 302010

Progressive BS
028 9024 4926
Saffron Walden BS
01799 522211
Scarborough BS
0845 458 4458
Yorkshire BS 0845 1200 100
Car insurance
Admiral 0800 600 800
Bradford & Bingley
0800 316 3467
Budget 0800 247 247
Churchill 0800 032 4828
Cornhill Direct 0800 60 70 70
Direct Line 0845 246 8888
Esure 0845 603 6303
First Alternative
0845 045 5455
Halifax 0845 608 6034
Hastings Direct 0800 00 1066
Help the Aged 0800 413180
Lombard Direct 0800215000
M&S 0800 107 1819
More Than 0800 107 9015
Nationwide BS 0500 30 20 19
NatWest 08000 515405
Norwich Union
0800 096 5604
Post Office 0800 169 6500
Privilege 0845 246 0022
Prudential 0800 300 300
Quinn-direct 0845 850 0845
Saga 0800 484 184
Sainsbury's 0845 608 6034
Tesco 0845 300 44 00

THE NHS (p10)

Commission for Patient and Public Involvement in Health
0845 120 7111
General Dental Council
020 7887 3800
GMC 0845 357 8001
Health Service Ombudsman
0845 015 4033
Healthcare Commission
0845 601 3012
Nursing and Midwifery Council
020 7637 7181

Primary Care Trusts
Call NHS Direct on 0845 46 47

PORTABLE LCD TVs (p48)
DigiFusion 0870 60 60044
Hitachi 0870 405 4405
JVC 0870 330 5000
LG 0870 6075544
Philips 0906 10 10 016
Samsung 0870 242 0303
Sony 08705 111999
Toshiba 08704 424 424

TRAVEL INSURANCE (p25)

The AA 0800 085 7240
Accomplish 0845 230 1082
Admiral 0870 225 9122
American Express
0800 587 4000
Barclays 0845 600 8090
CIS 08457 46 46 46
Columbus Direct online only
CostOut 0191 4973 202
Direct Travel 01903 812345
Egg 08451 222 888
Essential 0870 343 0014
eTravel 0870 428 3965
Family Care 08705 561224
First Rate 0845 8 50 30 50
Flexicover 0870 990 9292
Globelink 01353 699082
Goldfish 0845 6011909
GoSure.com 0845 222 0020
InsureandGo 0870 9013674
Insuremore 0870 054 0162
Kennet 01635 860505
Leading Edge 0870 112 8099
L&G 0870 3503015
Lloyds TSB 0800 056 4262
M&S 0800 028 1927
Netcover Direct online only
Primary 0870 444 3772
Prudential 0800 300 300
RAC 0800 55 00 55
RIAS 0800 552 100
Simple 0870 444 3778
Tagdirect 0845 345 3456
The Travel Insurance Agency
020 8446 5414

Travel-Insurance-Web.com
online only
Travelplan 0870 774 7377

VACUUM CLEANERS (p54)

Bissell 0870 2250109
Bosch 0870 240 0060
Dirt Devil 0870 873 0081
Dyson 0870 527 5104
Electrolux 0870 605 5055
Miele 01235 554455
Panasonic 08705 357357
Vax 0870 6061248

CORRECTIONS

Money guzzlers
January 2005, p23
Taking purchase price and depreciation into account, the Alfa Romeo 166 costs £3,940 more than the Mercedes E-Class.

The 3-month test drive
February 2005, p19
The secondary safety rating for the Toyota Prius (p22) is 4.

Identity crisis
March 2005, p10
The Land Registry gives a property's sale price, not its mortgage value.

Tyres, March 2005, p53
The Kleber Dynaxer HP2, Firestone F590 Fuel Saver and Michelin Energy E3 A tyres scored only a C rating for wet roads, so are not Best Buys. They are, however, safe to use.

I've been clamped
March 2005, p58
The deadline by which private clampers can operate without a licence has been extended indefinitely.