

[exclusively for members]

BEST BUY COMPETITION

WIN one of five
Briel Versatile Due
coffee makers

What do the letters
ESE stand for?

- a) Extra strong espresso
- b) Easy serving espresso
- c) English-style espresso



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 September 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 28 August to 1 October 2005 will be entered into the competition. Winners will be informed in writing by 20 October 2005. The first five winners drawn with the correct answer will receive a Briel Versatile Due ES 38C-TB coffee maker. If the model offered is not available, an equivalent will be given. No cash equivalent. A list of winners will be available from BB September 05, Which?, Castlemead, Gascoyne Way, Hertford X, SG14 1LH after 27 October 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.

BOOK OFFER

Money in Retirement explains the different pension choices, takes you step by step through what to do with your savings and investments, gives advice on dealing with tax, from filling in a tax return to claiming, and suggests ways to boost your income. We're offering it to Which? members for £9.99 – that's £2 off its normal price (post and packing free). To order a copy, call **01903 828557** (please quote ref MR0905 and ISBN 1-84490-013-4). Offer closes 30.9.05.



MONEY-SAVING DEALS

Which? members can get great-value deals on photographic equipment and electrical goods from Unbeatable and Hughes Direct, over the phone and online.

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

You can use our helpline to check you have the latest Best Buy information, to find a past Which? article or check when we'll next be reporting on that subject, or to ask us your other queries about Which?. Please give your Which? membership number and daytime phone number. Calls may be monitored or recorded for training purposes.

[contacts]

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

COFFEE MAKERS (p40)

Bodum 01604 595650
Briel 020 7722 7646
DeLonghi 0845 600 6845
FrancisFrancis 01883 742325
Gaggia 0870 442 0300
Kenwood 0239 239 2333
KitchenAid 08000 381 04026
Krupps 0845 602 1454
Magimix 01483 427411
Morphy Richards 08700 602610
Philips 0845 6010354
Russell Hobbs 0845 6589700
Siemens 01908 328400

DIGITAL CAMERAS (p50)

Canon 08705 143 723
Casio 020 8208 9447
Fujifilm 01234 245 383
HP 020 7216 0059
Kodak 0870 243 0270
Konica Minolta 020 8751 6121
Nikon 0870 770 0233
Olympus 020 7253 2772
Panasonic 08705 357357
Pentax 01753 792 731
Ricoh 020 8261 4000
Samsung 0870 242 0303
Sony 020 7365 2947

FRIDGES (p45)

Beko 01923 818121
Bosch 0870 2400060
Daewoo 0118 9252500
Electrolux 08705 950950
Fridgemaster 01977 603111
Frigidaire 01977 603111
Gorenje 020 82473980
Hoover 01685 721222
Hotpoint 0870 1506070
Lec 0845 450 4845
Ocean 01244 842842

Proline 08705 425 425
Servis 08705 168299
Siemens 08702 400070
Whirlpool 0870 6008989
Zanussi 08705 727727

GREEN ENERGY (p21)

Ecotricity 0800 032 6100
Good Energy 0845 456 1640
Green Energy (UK) 0845 456 9550
London Energy 0800 096 9000
Npower 0800 316 3370
Powergen 0500 24 0500
Scottish and Southern 0845 7444 555 (England)
0845 300 2141 (Scotland)
0800 052 5252 (Wales)
ScottishPower 0845 270 6543
Web Energy 0800 365 000
Other useful contacts
British Wind Energy Association 020 7689 1960
Country Guardian Online only
Energywatch 0845 906 0708
Friends of the Earth 0808 800 1111
Ofgem 0845 906 0708
Transco 08457 573 246

HOME-CINEMA (p34)

Acoustic Energy 01285 654432
Denon 01234 741200
Goodmans 0870 873 0080
Hitachi 01628 643000
Mission 01480 423700
Panasonic 08705 357357
Sanyo 01923 246363
Sharp 0161 205 2333
Sony 08705 111999
Teac 0845 130 2511
Wharfedale 0845 4580011
Yamaha 01923 233166

HOME-PHONE COMPANIES (p24)

British Gas (through One.Tel) 0845 600 6113
British Telecom 0800 800 150
Call18866 Email only – see web address
HomeCall 0870 220 2112
Kingston Communications 0800 915 5999
NTL 0800 052 0870 (sales); 0800 052 2000 (existing customers)
One.Tel 0800 957 0000 (sales)
SkyTalk 08702 403 756
TalkTalk 08000 855 900
Tele2 0800 027 80 80 (new customers); 020 7891 5000 (existing customers)
Utility Warehouse Discount Club 020 8955 5555
Telewest 0800 953 5000 (new customers)
Tiscali 0800 954 2223 (sales)
Toucan 0800 0613 612 (sales)

MOBILE PHONES (p48)

Alcatel 0870 241 7267
LG 0870 607 5544
Motorola 0870 901 0555
Nokia 0845 0455555
Panasonic 08705 159159
Samsung 0870 242 0303
Siemens 0870 533 4411
Sony Ericsson 0870 523 7237

MONEY MONITOR (p26)

Savings accounts
Beverley BS 01482 881510
Bradford & Bingley Online only
Cahoot Online only
Chelsea BS 08457 446 622
Dunfermline BS 0845 733 6688

Manchester BS 0870 990 0810
Portman BS 0845 300 3386
Sainsbury's Bank Online only
Skipton BS 0845 717 1777
Yorkshire BS Online only
Regular savings
Cheshire BS 0800 243278
Derbyshire BS 0845 600 4005
Furness BS 0800 7814311
Halifax/Bank of Scotland 0845 726 3646
Leeds & Holbeck BS 08450 505075
Leek United BS 08000 930002
Monmouthshire BS 01633 844444
Principality BS 0845 045 0006
Scarborough BS 0845 056 0840
Yorkshire BS 0845 120 0100

PLUMBERS' PRICES (p18)

Association of Plumbing and Heating Contractors 024 7647 0626
Institute of Plumbing and Heating Engineering 01708 472791
Scottish and N Ireland Plumbing Employers Federation 0131 225 2255

SAVING FOR RETIREMENT (p10)
Info about the state pension/ to get a state pension forecast
Department of Work and Pensions state pension forecasting team 0845 3000 168
Mon-Fri 8am to 8pm;
Sat 9am to 1pm
(Calls charged at local rate)

To find out whether you are contracted-in or out
Inland Revenue contracted-out pensions helpline 084591 50150
Mon-Fri 8am to 5pm
Free info and advice
The Pensions Advisory Service 0845 601 2923
Factsheets on contracting out
The Association of British Insurers (ABI) 020 7600 3333
The Financial Services Authority (FSA) 0845 606 1234
To find an independent financial adviser
IFA Promotions 0800 085 3250
Institute of Financial Planning 0117 945 2470
The Personal Finance Society 020 8530 0852
Making a financial complaint
Financial Ombudsman Service 0845 080 1800

CORRECTIONS

Car crash tests July 2005, p31
The Smart ForFour is a supermini, not a medium car.

ISP satisfaction August 2005, p32
Nildram's Broadband 2 Go service (in 'Best Buys', p33) gives 1GB for £15.99 a month. Extra gigabytes are available at two for £1.98.