



Your letters



Give us your comments on what you've read in Which?

Holiday health alert

Which?, June 2006, p12

I appreciate that your article arises from the experiences of your members. However, to categorise many of the Baltic States as low risk worries me, as does your omission of two tick-borne diseases that are now endemic there.

The first is Lyme disease, which is curable but can be very serious if not treated effectively. There were 10,000 cases in Sweden in 2004. The second is tick-borne encephalitis (TBE), a viral disease for which immunisation is available but for which no effective treatment exists once you've been infected – about 12 per cent of those who get it end up with permanent neurological or mental disabilities. It's present in many western and central European countries but my main experience relates, again, to Sweden, where 130 cases were reported in 2005.

In Europe, the medical authorities are generally keen to immunise their own citizens but do not extend their programmes effectively to non-native speakers. Naturally

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enough, travel agents are not keen to emphasise the dangers, which are fairly clear: if you go walking in long grass or woodland in endemic areas, you risk getting bitten by infected ticks.

ROGER SAUNDERS, BY EMAIL

Prescription charge

Which?, May 2006, p9

It's unusual to see *Which?* failing to acknowledge that in Wales the prescription charge went down from £4 to £3 this year. This echoes the bad old days of the encyclopedia listing 'Wales – see

England'. Please give other UK nations at least a footnote when there are significant differences between our governments' policies.
GORDON DONALDSON, MOLD

TVs: sound criticism

Which?, May 2006, p34

An excellent article on TVs, but you failed to mention one of the big issues with LCD or plasma screens – audio synchronisation. These TVs have an inherent picture delay of 40 to 80 milliseconds, but manufacturers fail to make up for this when it comes to sound. The delay is even more pronounced when you connect the TV to a hi-fi.

I realise I'm a professional 'techie', but just because the average viewer doesn't know what causes the delay doesn't mean they don't find it annoying. Just watch Wimbledon for the sound of the ball before you see it hit!

Buying audio delay equipment will cure the problem. But why should you have to spend £200 or so when it could be easily – and cheaply – built in?

JOHN WILSON, BRISTOL

Mis-sold policy

Which?, May 2006, p26

In your article on getting redress for mis-sold endowments, you didn't mention that the claims process applies only to policies taken out after April 1988. I am in no doubt that the policy I took out in April 1985 was mis-sold but I got nowhere when I wrote to my insurance broker in 2004.

HEATHER LEYBOURN, LOWESTOFT

WHICH? SAYS Firms can by law refuse to hear complaints about pre-1988 sales and can stop the Ombudsman Service from doing so. Most large insurance companies have voluntarily agreed to hear them, but the majority of independent financial advisers have refused. Our campaign to have this loophole closed has so far fallen on deaf ears.



Heather: mis-sold but no redress

Next month in *Which?*

Inheritance tax

Practical steps you can take now to reduce the worry for you and your family

Superfoods

Do their actual health benefits justify all the media hype?

Broadband

The best providers according to our reader survey

Poor savings plans

How to keep your losses down

Car reliability

We reveal the UK's most reliable cars, based on this year's owners' survey. Plus, the dealers you can trust to fix your car when it breaks down – and those you can't



On test

Home audio

The best micro hi-fi systems for all budgets

Microwave ovens

We find the solo and grill microwaves that make the best job of cooking food

Healthy cooking

Smoothie makers, juicers, health grills and steamers

Plus

- ✓ Headphones
- ✓ Steam irons
- ✓ Frying pans
- ✓ Washing-up liquid

Out on
3 Aug

