

Help wanted

We need you. Help us to help you and all consumers by sharing your experiences, questions and concerns

Extended warranties

What do you want to know about extended warranties? Do you have an extended warranty that you have tried to claim on? How successful were you?

SARAH DENNIS

Premium bonds

Have you invested a significant amount of money in premium bonds? Have you ever won money and why have you opted for this kind of investment?

DAN MOORE

Leasehold properties

Do you own a leasehold property in England or Wales and have you had problems with the freeholder or the managing agent? We're also interested to hear your experiences if you're buying a leasehold property: has there been enough information in your home information pack about the lease, including restrictions on what you can do in the property, or have you

had to pay the freeholder a lot of money to get these details? Have you had problems getting the information needed? **MARK MCLAREN**

Tracing lost money

Have you tried to trace a lost bank or building society account, pension, shares or other investments yourself or by using a tracing service such as www.mylostaccount.org.uk or the pension tracing service? How long did it take and how easy was it – or did you have problems?

MELANIE GREEN

Social care

If you, a relative or friend have needed care or support at home, or in long-term accommodation, such as sheltered housing or a care home, let us know your experiences. What could work better or what has worked well? Have there been any problems or barriers, and have you needed something that hasn't been available?

What would you like to see in future? And how has the financial side worked for you? We also want to hear from people who may face these issues in future. How might a good care system work for you – either at home or in residential accommodation? What are your concerns or questions about the care system? **JOANNA PEARL**

Phone numbers

Have you noticed any companies, charities or government departments changing their main contact numbers recently? We'd like to hear about organisations switching from geographic numbers – 01, 02 – or an 0800



Your story

To respond to any help wanted, email helpwanted@which.co.uk and include the title and researcher's name in the subject box. Or write to **Help Wanted, PO Box 44, Hertford X SG14 1SH**, with the same details. Please include your name, day and evening phone numbers, email address if you have one and membership number if you're a member. You should be willing to appear in the magazine, with a photo.

We greatly appreciate your replies and read every one, but we regret that we cannot respond personally to all of them.

Go to www.which.co.uk/helpwanted to view our complete help wanted list.

number, to a higher charging number such as 0844, 0845, 0870 or 0871. Also tell us if an organisation has switched from a higher charging number to 01, 02, 03 or 0800. **BOB TOLLIDAY**

Microwaves

Whether you're a microwave master or a novice, we'd like to hear what you get up to with your microwave. Let us know about how you use it and the dishes you create.

MATT STEVENS

Next month in Which?

Slash your bills

Top tips for getting thousands of pounds back in your pocket

Current accounts

The best and worst accounts, based on customer satisfaction

Student finance

The best-value accounts for students and graduates

Food alert

We examine the growing market in food allergy testing

Boiler servicing

Is it worth buying a boiler contract to make sure you stay warm?

Car safety

We investigate the issue of poor visibility in some modern cars

On test

Boilers

The results of our tests on gas and oil-burning boilers

TVs

Latest LCD and plasma screens tested

Baby products

Affordable monitors and stairgates

Cordless phones

New phones tested – and how to cut your home phone calling costs

Plus

✓ Digital cameras ✓ Washing-up liquid
✓ Carpet steam cleaners ✓ Pressure washers

Out on
21
Aug

