



Help wanted

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

PPI complaints

Have you submitted a complaint about payment protection insurance (PPI) you've bought alongside a mortgage, loan, credit card, store card or something bought on credit? Or have you requested a refund for a PPI policy that you felt was mis-sold? Tell us the details. **LUCY WIDENKA**

Cashback websites

Have you bought goods or services through websites that give cash back on purchases? Whether they're sites that give you cash back or donate to charity on your behalf, we want to hear about your experiences. Are they linked to the retailers that you like or are they limited? What are your questions about these sites? **SARAH DENNIS**

Food pack size

Has the pack size of any food you buy been reduced in size, and by how much? Has the change been clearly labelled? Has the price



been kept the same despite the new smaller size? **MATT CLEAR**

Technological aids

Do you, or someone you know, use technology to live at home despite being physically or mentally disabled? This might be a sensor to stop someone with dementia wandering, a gadget that reminds a person to shut the front door or a device that allows a nurse to check a patient's blood pressure without seeing them in person. Tell us the pros and cons. **JOANNA PEARL**

Money makeovers

If you would like our money experts to look at any aspect of your finances – from pensions or life



insurance to mortgages or savings accounts – so you can save money in any area of your life, contact us. **SHAMSUN NAHER**

Social care

If you or a relative have needed care or support at home, or in long-term accommodation, such as sheltered housing or care home, let us know your experiences. What



could work better or what has worked well? How has the financial side worked for you? We also want to hear from people who may soon face these issues. How might a good care system work for you? What are your questions about the system?

JOANNA PEARL

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, but we regret that we cannot respond to all of them. Go to www.which.co.uk/helpwanted to view our complete help wanted list. See pages 3, 79, 80 and 83 for other contacts.

Phone numbers

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

MATT CLEAR

Out on
25
Sept

Next month in Which?

Pharmacy advice

We reveal whether you can trust your chemist for advice

Holidays online

Our top 20 tips for using the internet to get the best value

Convenience stores

Is it worth paying a higher price for shopping near your home?

Energy suppliers

The best and worst gas and electricity providers

Buying carpets

Learn about carpet types and how best to get them fitted

Company pensions

What schemes are available and how much should you be saving?

On test

Hairdryers

Which hairdryers are kindest to your precious locks

Mobile phones

Models to suit everyone's lifestyle

Vacuum cleaners

Our latest Best Buys for all cleaning needs

Orange juice

Best Buy and best-value drinks, plus we look at the different types available

Plus

- ✓ Fridges ✓ Washer-dryers
- ✓ Car fuel: supermarkets versus brands

