

# Help wanted

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

## Glasses and contact lenses

Tell us about your experiences of buying glasses and contact lenses. Do you prefer to buy in store or online? How could opticians improve their service? **MATT CLEAR**



## Healthcare reports

What health articles would you like to see in Which?. Investigations, like those on mobility aids,

informative articles about services or specific health problems, or something different? **JOANNA PEARL**

## Self-service machines

Do you use self-service machines at your supermarket, bank, train station or elsewhere? Do they make things easier, or have you had problems? **JAMES TALLACK**

## Mobile phone stores

Tell us your experiences of mobile phone shop advice and sales techniques. Have you felt pressured to buy products or services you don't want, such as insurance? Or have you had a good experience, or great advice? **CERI STANAWAY**

## Internet privacy

What are your concerns about the use of your private data online for commercial or criminal purposes? How do you protect your privacy? Have you fallen victim to online ID fraud? **CHARLIE ALLEN**

## PPI fines

Alliance & Leicester, Land of Leather and HFC Bank have been fined for mis-selling payment protection insurance (PPI). Have you taken out a PPI policy with any of them in the past four years, and been contacted about it in the past nine months? We'd like to obtain copies of any letters you have received. **LUCY WIDENKA**

## Four-month index

Main features from September to December 2008 plus corrections (+) on these topics. For this month's reports, see p2. For a full index to 2008 *Which?* reports, see December 2008

<b>Accounts:</b>		Credit cards	Dec 26	Photo frames: digital	Dec 64
current	Sep 16	Credit reference agencies	Nov 14	Photography: Best Buy products	Dec 12
student	Sep 18	Dishwashers	Nov 62		Dec 74
Allergy testing	Sep 25	DVD players	Dec 50	Pressure washers	Sep 62
<b>Babies:</b> safety equipment	Sep 66	<b>Finances:</b>		Radios, digital	Nov 51
Banks: current accounts	Sep 16	family makeover	Sep 20	Recycling	Oct 36
Batteries	Nov 55	Food:		Retailers: online	Nov 22
Bills: cutting	Sep 14	cheap	Sep 28	Satnavs	Dec 70
Bluetooth headsets	Oct 70	mince pies	Dec 18		+ Jan 80
Boiler servicing	Sep 44	Fridges	Oct 48	Savings: protecting	Dec 36
Boilers	Sep 40	Fuel: superfuels	Oct 64		+ Jan 80
Broadband	Sep 32	<i>Good Food Guide</i>	Sep 30	Set-top boxes	Dec 54
<b>Camcorders</b>	Nov 48	<b>Hairdryers</b>	Oct 56	Shopping: convenience stores	Oct 32
Cameras, digital	Sep 47	Headsets: Bluetooth	Oct 70	Stairgates	Sep 68
	Dec 60	Healthcare: out-of-hours	Dec 45	Student accounts	Sep 18
Car insurance:		Heating: for home	Dec 38	Supermarkets: special offers	Dec 23
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Carpet cleaners	Sep 70	<b>Internet shopping:</b>		03 numbers	Nov 28
Carpets: buying	Oct 44	holidays	Oct 38	Telephones (handsets):	
Cars:		retailers	Nov 22	cordless	Sep 58
new, on test	Oct 68	ISPs: survey	Sep 32	mobile	Oct 72
safety	Sep 36	<b>Light bulbs:</b> energy-saving	Dec 57	Travel insurance	Nov 20
superfuels	Oct 64		+ Jan 80	Tumble dryers	Nov 67
Christmas:		<b>Microwaves</b>	+ Sep 80	TV sets:	
Best Buys	Dec 12	Mince pies	Dec 18	flat-screen	Sep 52
	+ Jan 80	Money: lost: tracing	Dec 33	portable	Nov 38
saving at	Nov 12	MP3/MP4 players	Nov 43	Tyre pressure gauges	Nov 72
	Dec 20	<b>NHS:</b> hospital canteen food	Nov 30	<b>Utilities:</b> survey	Oct 40
Christmas trees	Dec 16	<b>Orange juice</b>	Oct 16	<b>Vacuum cleaners</b>	Oct 59
Coffee machines	Dec 66	Ovens	Nov 58	<b>Washer-dryers</b>	Oct 52
Company pensions	Oct 26	<b>Pensions:</b> company	Oct 26	Washing-up liquid	Sep 74
Convenience stores	Oct 32	Pharmacies	Oct 12	Water: bottled	+ Oct 80

## Contact us

Email [helpwanted@which.co.uk](mailto:helpwanted@which.co.uk) with your contact details and membership number, including the title and researcher's name in the subject box. Or write to Help Wanted, Which?, Gascoyne Way, Hertford SG14 1LH. We regret that we cannot reply to all responses. Go to [www.which.co.uk/helpwanted](http://www.which.co.uk/helpwanted) to view our full list. See pages 2 and 80 for other contacts.

## Top clicks

The five most visited topics on [www.which.co.uk](http://www.which.co.uk) between 23 October and 23 November



LCD and Plasma TVs



Digital cameras



Laptops

## Next month

### High-street retailers

Which? reveals Britain's best and worst high-street stores

### Car dealers investigated

We go undercover to find out whether car dealers are playing by the rules

### Long-term care

Checking out the assistive technology that could help you stay at home

### Home phone bundles

How home phone bundles stack up

### Selling goods online

A review of popular sites including eBay, Amazon and Play.com

### Comparison websites

We test sites that claim to find the best savings, credit cards and insurance

### Valentine treats

Great places for a romantic meal and weekend break with your loved one

**On test:** Satnavs, cordless phones, security software, microwaves, kettles, toasters and kitchen roll



Top high-street shops

### Valentine venues



### Microwaves on test



## In future issues

### March

- Functional food
- European rail travel
- Low-cost cars
- Broadband survey
- Isas
- Health insurance
- Laptops
- Memory aids
- Dishwashers

### April

- Laser eye surgery
- Buying glasses and contact lenses
- Saving options
- Paying bills
- Men's razors
- TVs
- Home cinema
- Vacuum cleaners
- Food preparation machines

### May

- Repairing goods
- Mobile phone satisfaction
- Child trust funds
- Cookers
- MP3 players
- Lawnmowers
- 20 days out for free
- Shredders
- All-in-one cleaners



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