



**SAVE MONEY!
SAVE STAFF
HOURS!**

Our own customers report that average call lengths for Language Line Services are up to 20% shorter because our interpreters are more accurate and knowledgeable.

This significantly reduces their time in explaining or repeating critical information.

And, this saves them and you money!

**ADDITIONAL
LANGUAGE
SUPPORT
AVAILABLE**

- Certified Court Interpreters
- Certified Medical Interpreters
- Document Translation
- Language Line Phone
- Language Line Proficiency Testing
- Language Line University

HIGH QUALITY INTERPRETATION... MEANS Improved Customer Service and Cost Savings to You!

LANGUAGE LINE SERVICES OFFERS YOU THE FINEST TEAM OF INTERPRETERS IN THE WORLD

- Just 1 in 12 applicants pass our rigorous testing processes, so you and your customers have the most favorable experience.
- We invest in interpreter hiring, testing, training, monitoring, and certification programs, resulting in more accurate, faster call completion time – saves you money, frees up your staff for more customer calls.
- All interpreters sign a Confidentiality and Nondisclosure Agreement, so you can feel confident your information is safe and secure.
- Most complete Errors & Omissions coverage in our industry, protects you in the unlikely case our interpreter makes a mistake.

WHAT DOES THIS ALL MEAN TO YOU?

By making Language Line Services Your Language Services Provider, you will:

- Protect your financial foundation through compliance with ever changing governmental and industry regulations
- Greatly reduce risk of customer or employee lawsuits
- Gain customer brand loyalty from those with Limited English Proficiency (LEP)

HERE'S WHAT YOU CAN EXPECT FROM LANGUAGE LINE SERVICES INTERPRETERS

Our interpreters must demonstrate competency and skill in:

- Language proficiency in both native and non-native language
- Deep understanding of the culture of both languages
- Understanding of industry protocol and terminology

They are regularly monitored and evaluated on their ability to:

- Speak clearly and remain neutral
- Process information quickly and concisely
- Recognize and be sensitive to cultural differences

YOUR SECURITY IS OUR COMPANY MISSION

Entrust your communications with Language Line Services and our team of professional interpreters.

CONTACT US NOW! Call: 1 800 752-0093 • Visit: www.LanguageLine.com

**Want to hear a recorded demonstration of Over-the-Phone Interpretation?
Just dial 1-800-821-0301**