



### Point to your language

Arabic .....	العربية
Bosnian .....	Bosanski
Brazilian Portuguese .....	Português do Brasil
Cambodian .....	ភាសាខ្មែរ
Cantonese .....	廣東話
Croatian .....	Hrvatski
Farsi .....	فارسی
French .....	français
German .....	Deutsch
Haitian Creole .....	Kreyòl Ayisyen
Hindi .....	हिन्दी
Hmong .....	Hmoob
Japanese .....	日本語
Korean .....	한국어
Lao .....	ພາສາລາວ
Mandarin .....	國語
Punjabi .....	ਪੰਜਾਬੀ
Romanian .....	Română
Russian .....	Русский
Serbian .....	Srpski
Somali .....	Soomaali
Spanish .....	Español
Thai .....	ภาษาไทย
Vietnamese .....	Tiếng Việt

### OVER-THE-PHONE:

- Remember that Over-the-Phone or Telephonic Interpretation is “consecutive” interpretation. This means there are pauses while the interpreter repeats each statement in the respective language.
- Remember to speak in the “FIRST PERSON” as you would in ‘normal’ conversation (e.g. “Do you have a fever?” instead of, “Ask her if she has a fever, please”).
- Three-way calls may be arranged by telling the Customer Service Representative (CSR) the name and the phone number of the third party.

### ON-SITE:

- Please allow plenty of time for your CSR to schedule an interpreter for your appointment (at least 24-hours). Last minute accommodations can be made!
- Keep records of the job number and copy of the interpreter voucher form for easy reference in case there is a change of time or venue.

Please note that we service over **240 languages**. If you do not see your language of need, please visit our website for more information, or call us at 1 866-610-1338.