Allow the interpreter to greet you and to provide an interpreter ID number.

Provide the interpreter with a brief explanation of the call.

Allow the interpreter to introduce him/herself to the customer.

If you are in person, speak directly to your customer and make eye contact.

Use short but complete phrases as interpreter needs to process two languages.

Speak in the first person.

Avoid slang, jargon or metaphors.

Allow the interpreter to clarify linguistic and cultural issues.

Be patient, the interpreter is there to help.

For 24-hour assistance call Client Services at 1-800-481-3289

Contact Us
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