

Accessing a Voiance Interpreter

Using Any Phone

1. Dial 1-866-998-0338
2. Enter your account # 31419
3. Enter your PIN # 1826
4. Select the language you need.
 Press "1" for Spanish or
 Press "0" for all other languages or customer service.

Hold temporarily as you connect to an interpreter. Brief the interpreter on the nature of the call and begin your conversation.

Working Effectively with an Interpreter

- Allow the interpreter to greet you and the customer
- Write the interpreter ID number for documentation
- Provide the interpreter with a brief explanation of the call
- Speak in the first person
- Use short but complete phrases
- Avoid slang, jargon or metaphors
- Allow the interpreter to clarify linguistic and cultural issues

Submitting Feedback to Voiance

- Did you have a really good experience, a call that could have gone better or general feedback you would like to submit to Voiance?
- Submit feedback online today at:
<http://www3.voiance.com/Client-Feedback-Form>

Useful Phonetically Spelled Greetings

Use this chart to phonetically say "One Moment, please" when you need to place a Limited English Proficient call on hold to access an interpreter.

English	Please Wait
Arabic	you-shall in-pee-var
Cantonese	Pang-da dahng
French	Attond-hey, see-voo PLAY
German	Bitt-uh var-ten
Hebrew	na lei-amTEEN beva-KA-SHA
Italian	See pray-gah dee ah-ten-deh-ray
Korean	CHAHM-shee-mahhn, GHEE-dah-r'yuh-joo-seh-yo
Mandarin	cheem shaow ho
Polish	PROshea CHEkatch
Portuguese	Ace-pay-ray PORE-fah-voar
Romanian	vaROOGam saw ash-teh-top law telephone
Russian	Po-zha-loo-sta podo-zhdi-te
Spanish	Ace-pay-ray PORE-fah-voar
Turkish	lute-fan beck-leen
Vietnamese	sin doi yay lat