

**User-friendly**

professional, qualified and quality-assured

# **Legal and Insurance**

- interpreting**
- transcription**
- translation**

from

**Lifeline Language Services**



***- where the accent is on you!***

Professional, qualified, quality-assured interpreting, translation and transcription for UK legal and insurance sectors since 1990.

- Personal injury, accident, employment, healthcare
- Claim interviews & documentation
- Court & solicitor appointments
- Insurance investigation interviews
- Immigration issues
- Extensive medical + technical expertise
- Over 1000 insurance investigation assignments to date
- Out-of-hours and weekend appointments available
- 100+ languages from male and female interpreters

Call free on **0800 783 4678**

[www.lifelinelanguageservices.co.uk](http://www.lifelinelanguageservices.co.uk)

[insurance@lifelinelanguageservices.co.uk](mailto:insurance@lifelinelanguageservices.co.uk)

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Effective translation, transcription and interpreting facilitate effective communication between parties to help quickly resolve legal disputes and claims.

With many years of experience in this demanding sector, we deliver a comprehensive and professional one-stop language solution including:

- certified, notarised or legalised translation and sworn statements/affidavits
- multilingual transcription, with the option of certification if required
- language interpreting from professional, trained and qualified interpreters

Our interpreting service also includes:

- appointment arrangement assistance and in-language client reminders (usually no extra cost)
- documentation support, including witness statement preparation and help with paperwork
- evidence trail, including witness statement signature and our comprehensive job tracking
- flexibility of appointment venue and time, including evenings and weekends
- pre-appointment briefing of interpreters where desired, by phone or face-to-face.

**Clients often feel isolated and vulnerable in insurance or legal situations - language barriers make this far worse.**

Effective interpreting and translation remove these barriers, easing communication between client and professional for more effective, quicker discussion with full and mutual understanding. Clients feel **more relaxed** so are **more cooperative**. For the professional, **more effective appointments** release **more time to see more clients**. Our **multilingual audio transcription** additionally facilitates a **reliable, mutually accepted paper trail**, reducing the risk of subsequent dispute and helping ensure successful outcomes.

**Your interpreting and translation is an extension of you.**

Good interpreting, translation and transcription enhance **trust**, increasing user satisfaction and bringing more **follow-on business** and **client referrals**. Getting it right in your language provision can give you the **edge** in the highly competitive legal and insurance sectors.

From the client's perspective your choice of language provision is intrinsic to the case and to your service - your language provider must reflect **your values**. We will liaise with you to identify particular requirements and ensure the interpreter is fully briefed, and will provide **qualified and professional interpreters** who are **smart, prompt, experienced** and **caring**. Our interpreters are requested time and again by clients.

Lifeline has been providing respected and much-complimented interpreting, translation and transcription services for the insurance and legal sectors since 1990.

With over 21 years' experience, we have an exceptional network of translators, interpreters and transcribers in over 100 languages managed by a capable, helpful and friendly team. Working for leading legal firms and insurance companies, our years of experience ensure we deliver the highest standard of language service to these challenging sectors. Delivering hundreds of hours of interpreting and many thousands of words of translation to legal and insurance clients every month, we have an excellent track record amongst our many users and are proud to receive frequent client referrals.

Key features include:

- **CRB-cleared professional** interpreters, typically **DPSI-qualified** and **trained** to handle sensitive situations
- **Experienced** interpreters sourced as **locally** as possible
- Translators and transcribers **experienced** in your subject matter
- Interpreters **fully briefed** on your requirements
- Choice of **male and female interpreters** in many languages
- Interpreters **screened** for prior personal connection with your client, to ensure independence and client confidentiality,
- **Before-and-after care** (appointment reminder calls/texts, client follow-up, documentation assistance)
- Our unique **database** tracks every assignment and interpreter, supporting you with a comprehensive **evidence trail** and helping us provide interpreter **continuity** in extended cases.



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## Testimonials

*A small selection of the many compliments received from clients in the insurance and legal sectors:*

*"...the French examining doctors commented particularly on the high quality of the French translation... [which] was of a higher quality than they normally find."*

*Nationwide personal injury solicitor group*

*"I have completed my interview... with the assistance of your interpreter Zuzana. Yet again your interpreter was prompt, smart and professional. Her ability with both languages was excellent ... She is a credit to your company"*

*Insurance investigator*

*"We write further to your translation of three witness statements into Shona, Amharic and Czech. Your services were exemplary..."*

*London solicitor*

*"Ahmed ... immediately put the couple at ease. His services were heavily relied upon [as] the female party spoke very little English. Ahmed was professional throughout and provided an excellent translation service..."*

*Insurance investigator*

*"...the client responded extremely well throughout the interview and statement... I have no doubt that [your interpreter] made him feel at ease... I was able to obtain the best evidence"*

*Insurance investigator*

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*Lifeline also provides a full range of complementary language services including TYPESETTING, VOICEOVER & SUBTITLING.*



North & Western Lancashire  
Chamber of Commerce

