

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 2000 insurance 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

insurance@lifelinelanguageservices.co.uk

legal@lifelinelanguageservices.co.uk



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Non-English claims are resolved FASTER supported by effective translation, transcription and interpreting

With over 25 years of experience in this sector we deliver comprehensive and professional one-stop language solutions including:

- **certified, notarised or legalised translation and sworn statements/affidavits**
- **multilingual transcription**, optionally certified if required
- **language interpreting** from experienced, professional, trained and qualified interpreters

Our interpreting service also includes:

- **appointment arrangement** assistance and client reminders (usually at no extra cost)
- **documentation support** including witness statement preparation
- **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 feel isolated and vulnerable in insurance or legal situations. Language barriers make this worse.

Effective interpreting and translation eases communication for more effective, quicker discussion. **More relaxed** clients are **more cooperative**, and **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** and user satisfaction, bringing more **follow-on business** and **client referrals**. Proper language provision gives you an **edge** in the highly competitive legal and insurance sectors.

Clients see your choice of language provision as intrinsic to **your service** so your language provider must reflect **your values**. We liaise on particular requirements and ensure the interpreter is fully briefed, providing ONLY **qualified, professional interpreters** who are **smart, prompt, experienced** and **caring**. Our interpreters are repeatedly requested by clients.

Respected, widely-complimented language services for the insurance and legal sectors since 1990.

With over **25 years' experience**, we have exceptional translation, interpreting and transcription capability in over 100 languages managed by a capable, helpful and friendly team. Working with 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 thousands of words of translation, to legal and insurance clients every month we have an excellent track record and are proud to receive frequent client referrals.

Key service features include:

- CRB-cleared professional interpreters, 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
- Before-and-after care (appointment reminders, client follow-up)
- Tracking of every assignment and interpreter to provide a comprehensive evidence trail and interpreter continuity.



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Testimonials

A small selection of compliments received from insurance and legal clients:

"...the French examining doctors commented particularly on the high quality of 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

