

# Interpreting and translation services for the insurance industry.



Helping you reduce the risks associated with working in multiple languages.



Leverage our resource base of professionals who understand insurance industry terminology, policy and procedure.



# On the road or at your desk...

## Experienced interpreting professionals are at your fingertips

### Benefit from our experience in the insurance sector

We know exactly what questions to ask in order to understand your needs and select the most suitably qualified Interpreter available. We understand that accuracy and a solid understanding of industry terminology and procedure is essential.

### Reminder calls reduce missed appointments which save time and money

We make sure to call the Limited English Speaking party a day or two before the appointment to remind them of the upcoming appointment, as well as to confirm availability.



### Good advice and fast service is provided by our highly experienced interpreting team

Our Interpreting team offers over four decades of combined experience. They will match you with Interpreters that meet your business needs perfectly.



## Emergency?

Connect to an interpreter in less than a minute.

Over-the-phone interpreting

[Interpreters@AllLanguages.com](mailto:Interpreters@AllLanguages.com)

**SAME-DAY INTERPRETING**

**416-975-5297**

## Where we interpret

Here are some common settings and the types of interpreting work we encounter.

### Insurance

- Conference calls
- Client Meetings
- Settlement discussions
- Statements of claim

### Legal

- Arbitrations
- Cross examinations
- Discoveries
- Examinations under oath

### Medical

- Assessments
- Occupational therapy sessions
- Psychological assessments
- Rehabilitation Programs

### Locations

- Home visits
- Law Firms
- Medical Facilities
- Official Examiners



## World-class Interpreting Certifications



### Community Interpreting Service Provider

The Language Industry Certification System (LICS) follows the European standard and is a highly regarded certification for community interpreting. It allows an interpreter to gain certification for a specific industry, such as medical or legal.



### National Standard Guide for Community Interpreting Services

This certification follows the Canadian standard such that NSGCIS-AILIA certified interpreters have one or all of the following qualifications: post-secondary education, preferably a recognized degree in interpretation or a related field; the completion of a language proficiency test; and documented experience in the field.

## Translations you can trust



You want your translations to accurately communicate the facts and to contain the correct terminologies and nuances. Our native-speaking language professionals will consistently deliver the results you need, on time and on budget.

### Types of insurance materials we translate:

- Accidents and medical reports
- Applications
- Claims
- Death certificates
- Manuals
- Policies
- Quotes
- Receipts
- Release forms
- Statements

### Offering translators with specific experience in:

- Arbitrations
- Auto insurance
- Dental policies
- Employment benefits
- Health insurance
- Life insurance
- Marketing materials
- Property insurance
- Risk management
- Surety bonds

## Certified Translation Services



ISO 17100:2015



Canadian General Standards Board  
CAN/CGSB-131.10-2008

## Communication



We help health-care professionals by providing face-to-face or over-the-phone interpreting services when and wherever they need it.

## Claims



We support adjusters with interpreting and/or translation services.

## Documents



Translate forms, policies, reports, manuals, applications, and statements into French, or 120 other languages.



# Undeniable

## Mastering the use of language services is mandatory in today's world

### Insurance in Canada and the need for multilingualism

People are most likely to trust and purchase from people who speak to their heart in their native language. Doing this consistently well requires effective, professional services. Whether marketing to new or existing customers, managing a claim, or meeting Canada's requirement for French content, clear and accurate communication is vital.

### Interpreters enable multilingual communication during intake, statements, rehabilitation, or legal proceedings

Canada is not only officially bilingual, but also one of the most multicultural societies in the world. Our interpreters are always on hand – in whichever language pair(s) your need – to facilitate communication between your colleagues, staff and people of Limited English Proficiency.

### One-stop language services provider simplifies your life

We're more than an interpreting services provider; we're your one-stop shop for your language services requirements – translation, interpreting, copy editing, desktop publishing, and more. Why not leverage our resources and experience the next time a need arises?

# GET A FREE QUOTE

Interpreting

[Interpreters@AllLanguages.com](mailto:Interpreters@AllLanguages.com)

(416) 975-5297

Translation

[Translation@AllLanguages.com](mailto:Translation@AllLanguages.com)

(416) 975-5000



Serving insurance professionals since 1971

Certified to the world's highest standards

306-421 Bloor St. East, Toronto, ON M4W 3T1 • [www.AllLanguages.com](http://www.AllLanguages.com)