



## Language Barrier? Not Here.

Offer Language Line Services — the convenient way for your clients' non-English-speaking employees to access our services.

Employees are more likely to use their benefits when they can easily get questions answered in their own language. That not only boosts employee morale, but reflects well on the employer.

Insurance plan participants who don't speak English deserve the same level of service the rest of us might take for granted.

Obtaining that service is much easier with Language Line — an added value provided by Benefit Solutions in conjunction with group benefits.

It's a simple, user-friendly procedure that gives all of your clients' employees equal access to quality customer service.

### How it Works

1. The non-English-speaking employee contacts us with a customer service question or issue.
2. Our representative conferences in a Language Line specialist.
3. The Language Line specialist ascertains what language the caller is speaking and gets the appropriate interpreter on the line. (Language Line offers interpreters in more than 140 languages.)
4. The Language Line interpreter works with the employee and our representative to answer questions and/or resolve the caller's issue.

### Everybody Wins with Language Line

- Employees often consider a useful benefits package as part of job satisfaction.
- Including this valuable service in a company's group benefits program can help employers attract and keep a greater diversity of good employees.
- Being able to offer your clients a service like Language Line makes your job easier.

### American General Life Companies

Language Line is provided exclusively by Language Line Services. These services are not insurance, and are not provided by American General Life Companies.

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