



## Arial International

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## Translation Services

Our clients around the world count on our 25 years of experience evaluating and improving business communication in English and Spanish. Arial International, a global multicultural, multilingual consulting, training and services firm, serves clients in the U.S. Hispanic market and Latin America. Since 1992 Arial International has been the innovative leader in the design and delivery of “Business Spanish” services including translations, language proficiency assessments and bilingual training tailored for companies who target and retain US Hispanic customers. More than 35,000 professionals around the world have successfully completed our training programs.

### SPANISH LANGUAGE TRANSLATION AND EDITING SERVICES

Our team of linguistic experts delivers translation services to corporations, private companies, government and non-profit organizations that provide products and services to Spanish-speaking customers. Since we are continually delivering services throughout Latin America we are exposed to the way language is used in many different fields and industry-specific terminology in different countries.

**Financial Services Experts:** We specialize in financial services translations for banks, creditors, lenders, collection agencies, BPOs and other financial institutions.

- Customer Correspondence, e-mails and Letters
- Online Help Content and Policies and Procedures Manuals
- Marketing Material and Collateral
- Scripts, Call Models and IVR scripts
- Training Material
- Websites

For the highest level of quality and accuracy our team of linguists, who are native Spanish and/or English speakers, uses a “four-hands” translation model to translate, proofread, edit and produce a final document that is correct and retains its original tone and meaning.

**Astrid Rial, President and Founder**, is a bilingual professional whose career spans a remarkable 30 years. An internationally recognized thought leader on innovative business strategies the company utilizes a wide variety of communication channels to share proven Best Practices including books, articles, White Papers, conference presentations, seminars, social media, in their practice.

A native English speaker and 100% fluent in Spanish, Astrid is the bilingual author of the books *Best Practice in Consumer Collections*, *Las Mejores Prácticas en las Cobranzas al Consumidor*, *Conocimientos de Cobranzas: Herramientas de Mejora* and *Financial Services Glossary for Bilingual Professionals in English and Spanish*.

To purchase e-books, visit [www.lulu.com](http://www.lulu.com).

