Arial International

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Financial Services Glossary for Bilingual Professionals

Do your bilingual collectors know the nine different verbs in Spanish that mean "to pay?" Or how about the various translations for co-signer, password, credit bureau, late charge, business day or charge-off? Spanish is spoken in more than 20 countries around the world. Your bilingual team needs to know the correct terms used in financial services to serve your customers and you need to ensure their communication meets compliance requirements.

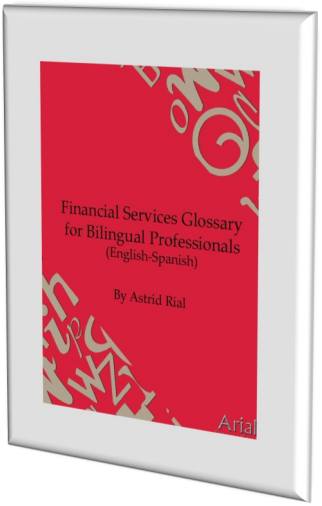
Our *Financial Services Glossary* with bonus English/Spanish Internet terms is an invaluable tool for your bilingual collection team. The glossary is available in three formats: Unlimited Company Intranet License, e-Book and Desktop Job Aide. Our glossary is designed for bilingual professionals, including native speakers and heritage learners, who serve the U.S. Hispanic market. The glossary contains 300+ of the most frequently used words and phrases in the U.S. financial services industry in English translated into various synonyms in Spanish. Use of a glossary improves accuracy, consistency and compliance in verbal and written customer interactions in contact centers, person-to- person servicing, social media and electronic communication channels.

ABOUT ARIAL INTERNATIONAL

Our clients around the world count on our 23 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 language proficiency assessments, translations and bilingual training tailored for

AVAILABLE IN THREE FORMATS

- **e-Book: Click** to view a preview and for further information to purchase and download .
- **Enterprise Intranet License:** Install our *Financial Services Glossary* in a searchable PDF format on your company's Intranet.
- **Desktop Job Aide:** A coil-bound 8 ½" X 5 ½" flip-book with a laminated cover and stiff back to minimize wear-and-tear. The words and phrases are printed in an easy-to-read size and font so that bilingual employees may quickly find the terms they need.



About the Author

Astrid Rial, President and Founder of Arial International, is a bilingual professional whose career spans a remarkable 30 years. A native English speaker and 100% fluent in Spanish, Astrid is the 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.*

View Astrid Rial's Liinkedin profile: www.linkedin.com/in/astridrial

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