Financial - Hardship Application - Cantonese

INT: [Pre-Session].

CLIENT: Hi, interpreter. Can you ask the caller for their name?

INT: Of course, may I introduce myself to the other party?

CLIENT: Yeah, go for it.

INT: [Pre-Session to the LEPP]. 你叫咩名吖?

LEPP: David.

INT: David.

CLIENT: For verification purposes, may I have your social security number so I can pull up your account, please?

INT: 為咗驗證，我可否攞你嘅社安號碼去搵你嘅帳戶嗎，唔該?

LEPP: 555-58-8459.

INT: 555-58-8459.

CLIENT: Verification of your full address and phone number, please?

INT: 請對證您嘅詳細地址同電話號碼，唔該?

LEPP: 9541 南華盛頓路，聖克魯斯，87198。電話號碼係 787-569-2345。

INT: 9541 S. Washington Rd. in Santa Cruz, 87198. The phone number is 787-569-2345.

CLIENT: And the date of birth, please?

INT: 同埋出生日期，唔該?

LEPP: 82 年 4 月 28 日

INT: 04-28-82.

CLIENT: I can see here that you made a hardship application. Is that the reason for your call today?

INT: 我可以喺呢度睇到你做佐一個苦難申請。呢個喺你今日打電話嘅原因嗎?

LEPP: 係，我已經發送我錯過四次咗嘅最後一份文件。我想知道你是否已經收到。

INT: Yes. I've already sent the last document I was missing four times. I want to know if you have received it.

CLIENT: Let me take a look in here. Give me one moment, please.

INT: 等我喺呢度睇睇，等我一陣，唔該。

CLIENT: We received the document on the 23rd, yesterday. We are reviewing the application with that document that we received.

INT: 我地昨日 23 號收到呢份文件。我地現時用收到嘅文件去複查你嘅申請紙。

LEPP: 好，咁樣，我應該幾時同你聯繫

INT: Okay. In that case, when should I be in touch with you?

CLIENT: They'll review your application within 10 business days. If they approve it, they'll send you a check, if not, they will send you a letter. If you would like to, give us a call next week to ask for the status on this application.

INT: 佢地將會十個工作日內完成審核您嘅申請，如果佢地批准，佢地會郵寄一張支票俾你，否則，佢地會寄一封信，如果你喜歡，下星期打電話俾我地查詢呢個申請嘅進度。

CLIENT: Anything else I can assist you with today?

INT: 今日我重有乜嘢可以幫你呢？

LEPP: 冇啦，多謝。

INT: No, thank you.

CLIENT: Well, thank you for calling and have a good day.

INT: 好吧，多謝您致電，並祝你有愉快的一天。

INT: Ma'am, do you require further interpretation?

CLIENT: No interpreter, that will be all for today. Thank you.

INT: [Post-Session].

- End -