

Financial - Hardship Application - Haitian Creole

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 LEPP]. Ki jan ou rélé?

LEPP: Jean Loui.

INT: Jean Loui.

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

INT: Pou Vèrifikasyon, mwen ka gen nimewo Sekirite sosyal ou pou mwen ka ouvri kont on, sivouplè?

LEPP: 555-58-8459.

INT: 555-58-8459.

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

INT: Vèrifyé tout adrès ou ak nimewo telefòn nou, sivouplè?

LEPP: 9541 S. Washington Rd. in Santa Cruz, 87198. Telephone mwen se 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: epi dat nésans ou, sivouplè?

LEPP: 28 avril 1982.

INT: April 28, 1982.

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

INT: Mwen ka wè la a ké ou té fè yon aplikasyon soufwans. Sé pou rézon apèl sa a jodi a?

LEPP: Wi. Mwen déjà voyé dènyé dokiman mwen té manké a kat fwa. Mwen vlé konnen si ou résévwa li.

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

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

INT: Té mwen gadé la a, banm on ti moman, sivouplè.

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

INT: Nou té résévw a dokiman an lé 23, yè. Nou ap révizé aplikasyon ou an avèk dokiman an ké nou résévw a.

LEPP: Okay. Oké. Nan ka sa a, ki lè pou mwen rété an kontak avèk ou?

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: Yo pral révizé aplikasyon w lan nan 10 jou biznis. Si yo apwouvé li, yo pral voyé ou yon chèk, si sé pa sa, yo pral voyé ou yon lèt. Si ou ta renmen, ban nou yon apèl sémèn pwochèn pou mandé pou estati sou aplikasyon sa a.

CLIENT: Anything else that I can assist you with today?

INT: Yon lòt bagay ké mwen kapab édé w avèk jòdi a?

LEPP: Non mési.

INT: No, thank you.

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

INT: Ebyen, mwen rémèsyé ou pou apèl ou épi pase yon bon jounen.

LEPP: Aha, ba bay.

INT: Aha, bye bye. [Post-Session].

- End -