

## **Financial - Hardship Application - Mandarin**

INT: [Pre-Session]

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

INT: Of course ma'am, may I introduce myself to the other party first?

CLIENT: Yes, go ahead.

INT: [Pre-Session to LEPP]. 请问您叫什么名字？

LEPP: Li Chen.

INT: My name is Li Chen.

Client: And for verification purposes, may I have your social security number so I can pull up your account?

INT: 为了确认身份的目的，我可以请问您的社会安全号是什么吗以便我可以调出您的账户？

LEPP: 555-58-8459.

INT: It's 555-58-8459.

Client: Thank you, and can you verify your full address and phone number, please?

INT: 请您跟我确认一下您的全部的地址以及电话号码。

LEPP: 9541 S. Washington Rd. Santa Cruz, New Mexico, 87198. 电话号码是 787-569-2345.

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

Client: And the date of birth, please?

INT: 还有出生日期，谢谢。

LEP: 04-28-82.

INT: 04-28-82.

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

INT: 我看到你有提交了困难申请。您今天是因为这个打电话来的吗？

LEPP: 是的。最后那份遗漏的文件我已经发了四次了。我想知道你们有没有收到。

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

Client: Okay, let me take a look in here. Give me one moment, please.

INT: 我来帮您看一下，请稍等。

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

INT: 我们在昨天也就是 23 号收到了那份文件。现在我们正在用我们收到的文件审阅您的申请表。

LEPP: 好的。那这样的话，我应该什么时候跟你们再联系呢？

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: 他们会在 10 个工作日内审核您的申请表。如果批准的话，他们会给您发一张支票，如果没有通过的话，他们会给您寄一封信。如果您愿意，您可以下个星期打电话来咨询您的申请状态。

Client: Anything else I can assist you with today?

INT: 今天还有什么其它的事是我可以帮您的吗？

LEPP: 没有了，谢谢。

INT: **No, thank you.**

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

INT: 感谢您打电话来，祝您有美好的一天。

LEPP: 恩。拜拜。

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

- End -