

FOREIGN LANGUAGE SPECIALISTS, INC. ® 1992-2011
Interpreters & Translators You Can Trust™

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Foreign Language Specialists, Inc. mission is to be the most trusted provider of foreign language communication, known for its professionalism and integrity.

BRIEF COMPANY HISTORY

Foreign Language Specialists, Inc., founded, owned & operated by Olga Afonin, foreign MD graduate backed up by 12 years of clinical and managerial experience in the former USSR. After immigrating to the U.S. in 1990, Olga discovered the need in the medical field for a professional translation and interpretation provider with a medical background.

In May 1992 she was one of the pioneers to become an independent provider of medical and social Russian interpreter services for the Department of Social and Health Services (DSHS) and in August 1992 she formed an agency, which offered interpretation and translation for legal, technical, medical and social services for the DSHS, Home and Community Services, City of Seattle, Aging and Disability Services, State of Washington Department of Labor and Industries and various private clients. The company is certified as a Women's Business Enterprise, CCR and DUNS registered, and is covered by \$2,000,000 Liability Insurance.

In the past nineteen years the immigrant community has come to trust and rely on our company's quality services. FLS has been awarded the DSHS/General Administration contract #15398 for State of WA regions 3 and 4 1999-2000, DSHS/GA contract #13000 for regions 3, 4 & 5 2001-2002, Department of Labor & Industry -present, City of Lynnwood contract #P00302 2001-2002, DSHS/Snohomish 2003-2004, GA contract #07603 for the State of WA Board Of Industrial Insurance Appeals 2003, DSHS/Hopelink contract 2003-2011, DSHS/Paratransit 2003-2007, Valley Medical Center 1994-present, Evergreen Healthcare 2001-present, UW Medical Center 2001-2006, Seattle Housing Authority 2001-present, Columbia Legal Services 2003-present; Community Health Services 2003-present, GA Contract #10306 (former #06806) - Spoken, Court & Other Interpreter Services - for All State Agencies, Political Subdivisions of Washington, Qualified Non-profit Corporations, and Participating Institutions of Higher Education (College and Universities, Community and Technical Colleges) 3/3/05-11/14/12, City of Seattle #2067-Interpreter, Translation & Court, 2/1/07-1/31/12, IT 1093-07-VZN award for Public Health, Seattle and King County, DSHS/ Office of Refugee and Immigrant Assistance - Telephone Interpreter Services Contract #1041-90023 5/01/10, DSHS /Office of the Deaf and Hard of Hearing- Sign Language Interpreter Contract #0945-004-present.

Foreign Language Specialists, Inc. operates in more than 100 languages and dialects in the State of WA and in most world languages internationally, is contracted with near 700 interpreters and translators, and is in the constant process of screening prospective contractors. Our company successful expansion is built on referrals from satisfied clients.

SERVICE DELIVERY

We accept up to 200 **interpreter requests** per day via Internet, fax or phone 24/7. To request an interpreter, you can use the FLS Interpreter Request Form found on our website www.flsincorp.net. FLS courteous Interpreter Coordinators locate and dispatch interpreters to appointments, conferences or meetings for either emergency or prescheduled assignments for in person (simultaneous or consecutive) or telephonic interpretation. In case of emergency, they respond within 5-30 minutes (depending on the language). Non-emergency requests usually are confirmed within 24 hours.

FLS interpreters per your request would call your clients to remind them of their appointments. This practice dramatically reduces costly no shows and last minute cancellations. We offer this service free of charge. To keep cost down and eliminate mileage charges we always try to schedule local interpreters first. Every interpreter and translator signs a Confidentiality Agreement before they start to work on our client's requests. They are sworn by the National Code of Ethics and DSHS Code of Professional Conduct for Interpreters.

Our company manages **written translation projects** of all sorts, sizes and in any format: medical, social, technical or legal, business or personal documents, letters, manuals, books, websites, business cards, and brochures. Nothing is too small, too big or too complicated for our experts: Translation, proofreading, localization, editing & formatting are provided in most world known languages. Our rates are cost effective and based on word count. The timing and quality of the translated documents are unbeatable.

In this competitive world, we always strive to be ahead of our competition both in price and quality. You can count on that. We offer special discounts for big projects, long term and exclusive contracts.