

SENIOR LEGAL HOTLINE MULTILINGUAL PHONE SYSTEM

Local	toll-free	press - 1 - for	press - 2 - for	press - 3 - for	press - 4 - for	press - 5 - for
(916) 551-2160	(866) 815-5987	6201 - Farsi	6202 - Arabic	6203 - Hindi	6204 - Urdu	6205 - Punjabi
(916) 551-2163	(866) 815-5988	6211 - Cantonese	6212 - Mandarin	6213 - Japanese	6214 - Korean	6215 - <i>Available</i>
(916) 551-2165	(866) 815-5989	6221 - Hmong	6222 - Lao	6223 - Mien	6224 - Khmer	6225 - Thai
(916) 551-2168	(866) 815-5990	6231 - Russian	6232 - Armenian	6233 - Vietnamese	6234 - Tagalog	6235 - <i>Available</i>

Step 1: Multilanguage line greeting. For each of four incoming phone numbers:

Welcome to Senior Legal Hotline. For (language), press (1, 2, 3, 4 or 5).

Step 2: Individual greeting in each language:

During office hours:

Welcome to the Senior Legal Hotline. We provide free legal advice by phone to California residents over the age of 60. In a few moments, you will be transferred to our receptionist. You will need to speak English or have someone who can speak English on your behalf to communicate with her. She will help you set up an appointment with a legal advocate and an interpreter who speaks your language. It is likely that we do not have an interpreter in our office at this time to assist you right away, but we will do our best to schedule a phone appointment for the soonest possible time. If someone from our office is already helping you with your legal issue, please stay on the phone to speak to our receptionist.

During non-office hours:

Welcome to the Senior Legal Hotline. We provide free legal advice by phone to California residents over the age of 60. Please call during our regular phone hours from 9 to 12 and 1 to 4 Monday through Friday and to 7pm Thursday evenings. If one of our staff is already helping you, you can leave a message in English after the tone. You will need to speak English or have someone who can speak English on your behalf to leave a message. Please speak clearly; spell your name and give your phone number including your area code. If you use the internet, you can find us on the web at www.seniorlegalhotline.org. You can send us your question by email through the website. You will be notified of a phone appointment by return email. Thanks for calling; we look forward to speaking with you soon.