



## **WorldPay Partners with Pacific Interpreters for Over-the-Phone Interpreting**

**Portland, OR – February 7, 2012**—[Pacific Interpreters](#)<sup>™</sup>, a leading provider of over-the-phone interpreting for business, government, and healthcare markets, today announced that [WorldPay US, Inc.](#), a global card payment processing firm, has partnered with Pacific Interpreters as its sole provider of telephonic interpreting services in the United States.

### **A World of Difference**

Pacific Interpreters helps WorldPay provide equal access to payment processing services for its Limited English Proficient clients 24 hours a day, 7 days a week. Quick and easy access to a language interpreter in over 180 languages reduces client effort and increases satisfaction with WorldPay services, improving first call resolution rates.

“We are thrilled to be partnering with Pacific Interpreters for over-the-phone interpreting in our call centers,” explains Tim Schneible, Senior Vice President, Operations, WorldPay US, Inc. “Pacific Interpreters’ high-quality service improves our call processing efficiency and enhances effective communications, lowering our average call handle time and allowing us to provide the best possible service to our end clients. The company’s online reporting solution will also help us improve accountability for the services we utilize.”

WorldPay’s use of telephonic language interpreting will support the client’s choice of payment methods for all of WorldPay’s U.S. operations.

“Pacific Interpreters is honored to have been selected as WorldPay’s U.S. provider for over-the-phone interpreting,” says Peter Harris, Chief Executive Officer, Pacific Interpreters. “We believe that WorldPay and its clients will be well served by our dual focus on exemplary customer service and operational efficiency, and look forward to a long and successful partnership.”

### **About Pacific Interpreters, Inc.**

Pacific Interpreters, Inc. is a comprehensive language services provider, helping to eliminate language barriers by offering telephonic interpreting, document translation, and consulting services to serve Limited English Proficient individuals. Headquartered in Portland, Oregon since 1992, Pacific Interpreters offers specialized language services for business, government, and healthcare markets.

### **About WorldPay**

WorldPay is a global card payment acquiring business operating in over 30 countries, which allows customers to accept card payments both at point of sale and over the internet. The company offers services across the entire payment value chain, including transaction capturing, merchant acquiring and transaction processing.

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