



ULG[®]
UNITED LANGUAGE GROUP



How to Use United Language Group Telephone Interpreting Services

- Dial (844)277-6590 (Dedicated toll free number for Henrico County - Human Resources)
- Tell Us What Language
- Provide Your Access Code - 18181
- Provide Your Department Name

How to Effectively Work with an Interpreter

- ✓ The operator will provide the Interpreter's ID number once connected
- ✓ At the beginning, brief the interpreter regarding the nature of the call
- ✓ You command the call and interpreter facilitates the communication
- ✓ Please use short sentences, speak distinctly and pause to allow interpretation



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24/7 Emergency Customer Support

General Feedback

Use the buttons below to provide feedback or to report a non-critical issue regarding ULG's interpreting services.

SUBMIT VIA OUR PORTAL*

<https://unitedlanguagegroup.com/contact/>

*Preferred

SUBMIT VIA EMAIL

customer.care@ulgroup.com

If your issue requires immediate attention and action, please call our dedicated Customer Care Team during the hours specified below.

(877) 526-8438

8:00am - 5:00pm PT

(512) 649-4938

After Business Hours

To allow our customer care team to thoroughly investigate, please include the following information whenever possible.

- Date of Call
- Time of Call
- Synopsis of Call
- Language
- Interpreter ID
- Further Comments or Details

Once your feedback is received, the Customer Care Team will investigate and respond within 2 business days.