



## Automated In-Language Greetings

The following automated in-language greetings are provided to the caller (refer to Step 6 of the calling instructions below):

English	press 1	Hungarian	press 01	Finnish	press 001	Burmese	press 0001
Spanish	press 2	Polish	press 02	Russian	press 002		
French	press 3	Dutch	press 03	Hindi	press 003		
Mandarin	press 4	Czech	press 04	Hebrew	press 004		
Cantonese	press 4	Taiwanese	press 05	Turkish	press 005		
German	press 5	Korean	press 06	Thai	Press 006		
Italian	press 6	Tagalog	press 07				
Portuguese	press 7	Vietnamese	press 08				
Japanese	press 8	Indonesian	Press 09			Other	Press 000
Arabic	press 9						

\*\*\*\*IMPORTANT\*\*\* If your caller speaks a language other than those listed above, they are to select 000 and provide the operator their spoken language (preferably in English). An interpreter will then join the call to facilitate a three-party conversation by taking the report in the caller's preferred language.

1. Make sure you have an outside line.
2. Enter the [Access Code](#) for the country and/or the telephone system you are calling from. You will then hear a 'bong'.
3. An English-language voice prompt will ask for the number you are calling.
4. Enter our toll-free number: **800-603-2869**. There is no need to dial "1" before the toll-free number.
5. You are now connected to the hotline.
6. **A Lighthouse greeting will be played in multiple languages. Make a choice from the pre-recorded language prompts or press 000 and tell the English operator the language you speak (preferably in English).** An interpreter will then join the call in 2-3 minutes. The Lighthouse operator will interview you, aided by the interpreter.
7. A report in English is then sent to the designated recipient(s) of your company.
8. [Access codes](#) are subject to change.