



EQUITABLE

Service Center Translation Services

Complimentary translation service to allow for the most accurate communication with customer service when foreign language support is needed, please follow the steps below



Connect with Customer Service

Call into the Customer Service Phone Line and request translation services

Hours: Monday- Thursday
8:30am-7:00pm EST
Friday
8:30-5:30pm EST

Individual Retirement:
1-800-789-7771

Life Insurance:
1-800-777-6510

Group Retirement:
1-800-628-6673

Pass client authentication state language needed

Full List of Available Languages found here:
<https://www.transperfect.com/solutions/languages>

Client will communicate need for assistance in English to prompt translation service

Over 200 languages available

Start conversation with interpreter

An interpreter will join the call and provide a complimentary three-way service. Request policy information and the interpreter will translate it to the customer service representative in real time