

Bilingual services

Saving time and money for policyholders

About 10 percent of SAIF's policyholders have workers who prefer to speak Spanish, and that number is expected to grow right along with Oregon's changing demographics.

That's why SAIF is expanding our ability to manage claims and provide services in Spanish and other languages.

Bilingual SAIF employees serve in many positions (and locations) throughout the company:

- Claims
- Investigations
- Legal services
- Return-to-work
- Safety and health services
- Service center

Saving money

A 2011 study by Willamette University found that SAIF's bilingual services resulted in significant savings in claim costs. On average, claim costs paid were nearly \$551 (7.2 percent) less when the bilingual claims team served Spanish-preferred injured workers.

Why the savings? We believe having a bilingual adjuster fosters clearer and more direct communication with the injured worker, as well as medical providers, policyholders, and others involved in the claim.



“We have seen a reduction in claims since we joined the bilingual program. We can't imagine why someone would not take advantage of the service.”

— Sarah Harvey, Don Pancho Authentic Mexican Foods



Improving the injured worker experience

SAIF's goal is to provide the best customer service to Spanish-preferred workers and their employers by providing clear and concise communication in their native language. The benefits to the worker and the employer include:

- Increased accessibility of services
- An enhanced sense of trust in the process
- A feeling of being understood

A companywide effort

SAIF's efforts to reach out to workers who prefer to speak languages other than English extend beyond our bilingual team. Many of SAIF's materials and products have been translated into Spanish, including our popular Safety in Motion® training.

SAIF's bilingual services strengthen our efforts to meet the needs of our diverse customers. Diversity helps us be more creative in our approach to business and leadership, and it allows us to provide services that are better tailored to our customers' needs.

Bilingual services mission statement

We strive to connect with the communities we serve to provide clear communication in our customers' language of choice. We do this to create better outcomes for everyone—we're in this together and SAIF is committed to help.

Learn more

For information about how to access our bilingual services, email saifinfo@saif.com.