

#### **.04 Translation Services for the Participant's Notices**

**REVISION 16**  
(04/01/11 - 06/30/11)

The Language Notification Flyer (FAA-1208A) is included with notices for cases in which the LIST LANGUAGE THAT PI READS field on INDA indicates any language other than English or Spanish. The FAA-1208A states that when the participant needs the notice translated into their own language, they may call the [FAA Customer Service Support](#).

When the participant contacts FAA Customer Service Support, they are asked for their AZTECS case number. The AZTECS case number is used to access the language spoken, as displayed on INDA. The FAA Customer Service Support contacts [Language Line Services](#) for oral translation.

- FAA Customer Service Support does not provide written translation of the notices. Only oral translation is provided.

When the participant provides a written document that requires translation into English, complete the following:

- Determine whether there is staff in the FAA local office that can assist with the translation. When there is a staff member who can assist with the translation, request their assistance with the translation.
- When the local office is unable to provide translation services, FAX the document to the Policy Support Team with a cover sheet requesting translation assistance. (See [Policy Support Team](#) for the FAX number).