



Executive Linguist Agency

PROFESSIONAL LANGUAGE ACCESS SINCE 1978

Statement of Qualifications

Interpretation | Translation | Multilingual Communication
Technology-Enabled Language Access

Every Language. Every Voice. Every Opportunity.

A nationwide language-services partner combining qualified professionals, responsive operations, quality management, client support, and technology.

48

YEARS IN BUSINESS

200+

LANGUAGES AVAILABLE

NATIONWIDE

SERVICE COVERAGE

COMPANY PROFILE

Company Overview

Executive Linguist Agency (ELA) is a language access and communication services company helping organizations communicate effectively with the diverse communities, customers, patients, employees, and stakeholders they serve. Founded in 1978, ELA has provided professional language services for 48 years.

We provide professional interpretation, translation, multilingual communication support, and technology-enabled language-access solutions across public-sector, healthcare, insurance, claims, legal, hospitality, and enterprise environments.

ELA approaches language access as more than a transactional service. We combine qualified language professionals, responsive operations, quality management, client support, and technology to create an experience that is reliable for organizations and respectful for the people they serve.

Language access should feel seamless to the person who needs it, and dependable to the organization responsible for providing it.

CORPORATE SNAPSHOT

Established	1978 - 48 years in business
Structure	Corporation (C-Corp), incorporated in California
Primary Contact	Victor Randolph, Chief Financial Officer
Headquarters	1740 Gates Avenue, Manhattan Beach, CA 90266
Telephone	800.522.2320
Email	mail@executivelinguist.com
Website	www.executivelinguist.com

WHAT WE DO

Core Capabilities

ELA delivers professional language access through people, process, and technology - matched to each client's environment, risk profile, and service needs.

Interpretation Services

- On-site, video, remote, and telephone interpretation
- Consecutive and simultaneous interpretation
- Healthcare encounters and legal meetings or proceedings
- Claims interviews, recorded statements, and investigations
- Public meetings, community engagement, and workforce communications
- Customer, guest, conference, training, and business interactions

Resources are matched based on language, assignment complexity, subject-matter requirements, location, availability, and client-specific needs.

Translation & Multilingual Content

- Documents, forms, applications, policies, procedures, notices, and correspondence
- Healthcare, patient, legal, administrative, training, and educational content
- Marketing, outreach, employee communications, websites, and digital content
- Editing, proofreading, multilingual review, localization, and cultural adaptation

Translation workflows may include secondary review, terminology management, proofreading, and client approval requirements based on the nature and risk of the material.

Technology-Enabled Language Access

Secure access Secure client access and digital service requests.	Operational visibility Assignment tracking, notifications, status visibility, and reporting.
Workflow efficiency Interpreter coordination, workflow automation, and customer self-service.	Scalable delivery Analytics and scalable multilingual service delivery.

ELA is also developing Loop Lingo, a commercial language-access platform intended to extend ELA's service experience through secure, intuitive digital access. Technology enhances our service model - it does not replace the human expertise at the center of effective communication.

MARKETS

Industries We Serve

ELA supports communication across high-touch, regulated, public-facing, and operationally complex environments.

Public Agencies Constituent services, public meetings, hearings, outreach, program enrollment, public information, customer service, and multilingual community engagement.	Healthcare Patient encounters, appointments, care coordination, patient education, member services, enrollment, discharge communication, and document translation.
Insurance & Claims Policyholder communications, claims intake, recorded statements, investigations, adjuster interactions, customer service, and written notifications.	Legal Client interviews, depositions, mediations, hearings, investigations, meetings, administrative proceedings, and legal document translation.
Hospitality Guest services, front-desk and concierge interactions, events, incident communication, employee communications, and multilingual guest materials.	Enterprise Workforce communication, training, customer support, meetings, corporate communications, and multilingual content.

A FLEXIBLE SERVICE MODEL

Language needs change by geography, population, modality, business unit, and volume. ELA's nationwide network and managed-service model support changing client requirements without losing accountability or the human connection at the center of the work.

SPECIALIZED SUPPORT

Healthcare, Insurance & Claims

Healthcare Services

- Patient registration and intake; physician and clinical consultations
- Diagnostic and treatment discussions; informed consent
- Emergency, urgent-care, discharge, follow-up, and care coordination
- Behavioral health, rehabilitation, therapy, and telehealth interactions
- Scheduling, patient navigation, education, forms, notices, and document translation

Insurance, Claims & Adjuster Services

- First notice of loss, claims intake, recorded statements, and investigations
- Adjuster and policyholder interviews; property inspections and damage assessments
- Automobile, property and casualty, workers' compensation, disability, injury, and liability claims
- Coverage, benefits, medical claims, independent medical examinations, and settlement communications
- Fraud and special-investigation interviews; correspondence, notices, forms, and translation

Healthcare Payers & Health Insurance

- Member enrollment, onboarding, eligibility, benefits, and member services
- Provider-member communication; care and case management
- Utilization management, appeals, grievances, claims, and billing questions
- Coverage explanations, health education, outreach, appointment and care navigation
- Benefits, member notices, correspondence, and multilingual plan communications

OUR DIFFERENCE

Why ELA

Human-Centered Service Professionalism, dignity, cultural awareness, and respectful communication for every person and interaction.	Responsive Operations Scheduling, resource coordination, client communication, escalation, issue resolution, reporting, and ongoing service management.
Quality & Accountability Appropriate resource matching, professional standards, service monitoring, feedback, issue resolution, and corrective action.	Flexible & Scalable Delivery A flexible network model that supports evolving requirements by geography, population, modality, business unit, and volume.
Technology Forward A digital service experience designed to reduce administrative friction and improve access, visibility, and performance information.	Partnership Mindset A commitment to understanding how language services fit into each client's broader operating environment.

SERVICE DELIVERY APPROACH

1. UNDERSTAND	Client environment, languages, volumes, workflows, requirements, and service expectations.
2. MOBILIZE	Resources, scheduling, account setup, escalation paths, communication, and reporting requirements.
3. DELIVER	The right language professional, for the right interaction, through the appropriate modality.
4. MONITOR	Fulfillment, response times, cancellations, service issues, demand patterns, and client feedback.
5. IMPROVE	Resolve issues, identify root causes, strengthen processes, and continuously improve delivery.

SCALE & STANDARDS

ELA at a Glance

Core Services	Interpretation, Translation, Multilingual Communication, Technology-Enabled Language Access
Service Modalities	On-site, Video, Telephone, Remote, Consecutive, Simultaneous
Primary Markets	Public Sector, Healthcare, Insurance, Claims, Legal, Hospitality, Enterprise
Geographic Coverage	Nationwide; global upon request
Languages Supported	200+ languages available
Delivery Network	Nationwide network of qualified language professionals
Years in Business	48 (established 1978)
Primary NAICS	541930 - Translation and Interpretation Services
Technology Platform	Loop Lingo / ELA Technology Ecosystem
Client Support Model	Managed service, account support, escalation, and performance oversight

COMMITMENT TO QUALITY

ELA understands that language access frequently occurs in environments involving sensitive, complex, or time-critical information. Our service standards emphasize:

Professional standards Professionalism, accuracy, confidentiality, timeliness, neutrality, and appropriate role boundaries.	Service accountability Client-specific requirements, issue escalation, service ownership, and continuous improvement.
---	---

Clients should never have to wonder who owns a service issue. ELA owns the service experience.

PROCUREMENT INFORMATION

Corporate Information

Company	Executive Linguist Agency, Inc. (ELA)
Business Structure	Corporation - Executive Linguist Agency, Inc. (California, 1996)
Year Established	1978 (business); incorporated July 1996
Headquarters	1740 Gates Avenue, Manhattan Beach, CA 90266
Telephone	800.522.2320
Email	mail@executivelinguist.com
Website	www.executivelinguist.com
Primary Contact	Victor Randolph, Chief Financial Officer
UEI	N9CCJH4JM6X4
CAGE Code	6JJ45
Cal eProcure Supplier ID	2007536
LA County Vendor ID	127365
Primary NAICS	541930 - Translation and Interpretation Services
Business Size	Meets the SBA small business size standard for NAICS 541930

OUR COMMITMENT

ELA is building more than a language-services company. We are creating a modern language-access organization that combines people, process, technology, accountability, and humanity to help organizations serve increasingly diverse populations.

We will continue investing in our language professionals, operational infrastructure, technology, quality systems, and client experience to make communication easier to access, easier to manage, and easier to scale.

Language access is not simply the service we provide. It is the connection we make possible.