



## **LANGUAGE POLICY AND SUPPORT**

### **Language Policy**

If your mother-tongue is not Spanish, you might feel this could become a barrier when settling into your new work and life in La Palma. We reassure you this will not cause you much hassle as the official language of our organization is English. See our language policy [Language Policy \(LPON 10/01\)](#).

### **Language Support**

ING offers you language support through the Administration Group, making sure you settle in smoothly. A member of the Administration Group will be at your side offering you support as you carry out the following:

#### **Official paperwork:**

- Register at the Local Police Station (NIE)
- Social Security Office (National insurance number)
- Open a Bank Account
- Register at the Town Hall
- Register at the Medical Centre (GP)

#### **Accommodation:**

We will provide a list of Estate Agents, assist you with any queries, help and provide the necessary information to find the most suitable place for your permanent home in La Palma.

We will also provide language support if required when contacting the Estate Agents.

#### **Medical Services:**

Language support can be requested from ING's Administration Group for your first visit to the Medical Centre. Language support will cover administrative and general matters only. Translations between doctor and patient will not be provided.

**Financial Language Support:**

ING will cover expenses up to 80% for members of Staff and up to 50% for their partners, both for Spanish and English lessons if required, with a maximum allowance of € 300 per person per year.