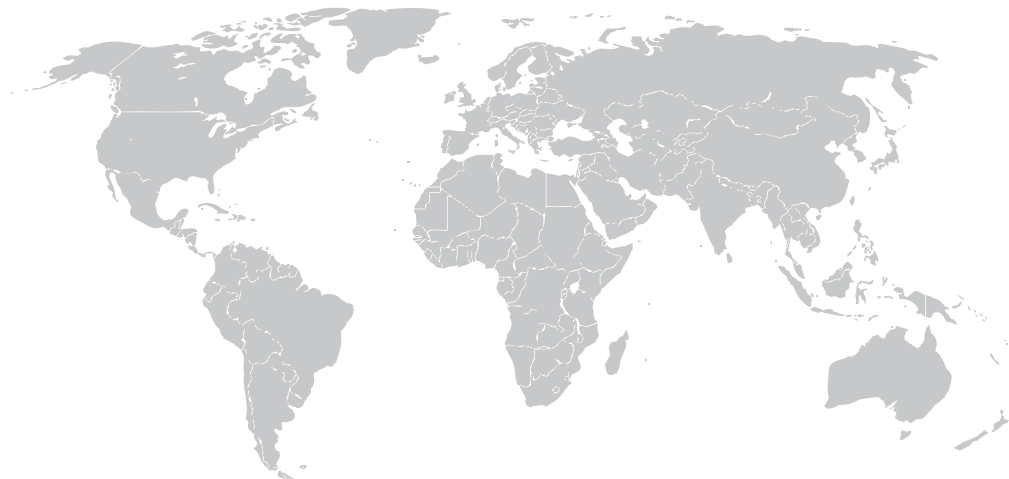


DELTA DENTAL OF MASSACHUSETTS TRANSLATION SERVICES

Delta Dental of Massachusetts is pleased to offer a foreign language translation service through our Customer Service Department. This service gives us the ability to access interpreters for 140 different languages. If a Delta representative needs assistance in a telephone conversation with a foreign language speaking customer, the representative can access a foreign language interpreter while the customer remains on the line.

The importance of understanding each customer's special needs is vital in today's multicultural marketplace. Providing access to interpretation services is another way in which Delta Dental shows their commitment to quality service and the dental health needs of diverse customers.



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