



Work With Elite! Freelancers' Frequently Asked Questions (FAQs)

1. About Elite Bilingual Services.

Elite Bilingual Services is founded by Ms. Hong Yin Yin in 2006 as an English to Chinese translation service provider serving the advertising and marketing industry. Since its inception, it has grown to provide multi-language translation services and is now serving a broad range of industries with clients in the South East Asia region.

Its co-founders are Mr. Michael Kuan (Marketing Director, July 2007) and Mr. Lin Kan Yue (Projects & Creative Director, January 2008). Based in Singapore, we have ambitious plan to grow the business regionally and bring to be a high value-add communication partner preferred by businesses and professionals.

For more updated information about Elite Bilingual Services, do visit our website at <http://www.elitebilingual.com/translator-term.html>

2. What does Elite ask of its freelance freelancers?

We ask of only one thing. **Professionalism**. Go figure.

3. What does Elite offer its freelancers?

It is only about one thing too. **Value**. Go figure again.

4. What is taken into consideration when Elite award projects to freelance freelancers?

Your rates are **NOT** the only consideration that we take into account when we award projects. Other considerations would include the following;

- a. First and foremost, your attitude. (Please be kind and nice as we are already abused by our clients and don't appreciate being abused by the people we are paying for quality services.)
- b. Translation experiences.
- c. Relevance of specialize expertise. (E.g. legal, marketing, financial and etc.)
- d. Proven and tested translation quality.
(Simply, you really have to be good on what we give you before we decide to give you more Do also translate the sample in the form to let us know how good you are if we have not award you any projects before.)
- e. Your turnaround and delivery time.
(The time you take to finish the given project. Do let us know in the form as well.)
- f. Availability
(if you reject most of the projects we offer, well...we simply won't bother any more.)
- g. Last but not least, YES, your rates.
(So please be realistic and check the market rates before filling in an astronomically unrealistic rate. We believe in paying for value and will reward our freelancers when our clients are exuberated with the finish work. Trust us...we really do.)

5. Does possessing special software and computer skill increase my chances of being awarded work?

Given the type of customers with which we work, the use of special software like a Adobe Acrobat and being capable in using them well will prove to be an advantage over other freelancers who do not own this kind of software or is not capable of using them. Please tell us whenever you purchase or update hardware or software and have acquired special skills.

6. How does Elite pay freelance freelancers?

- If you are working with us for the first time, please fill out your payment details in our form which can be downloaded at <http://www.elitebilingual.com/docs/FLpaymentdetails.doc> and submit it to team-elite@elitebilingual.com.
- We pay our freelancers via PayPal for freelancers outside Singapore. Strictly cash or checks in SGD\$ for freelancers residing in Singapore.
- The currency we prefer to pay in is in Singapore Dollars \$ for freelancers residing outside of Singapore, but other currencies can be arranged.
- Please be aware that if should you choose to receive your payment via direct remittance to a bank account outside of Singapore, the following conditions shall apply. They are;
 - The currency you chose to receive your payment in will be automatically converted and remitted as Singapore Dollars \$ using the prevailing rates published in <http://www.xe.com>
 - An administrative fee of SGD\$10.00 that is to be borne by you will be deducted from the amount remitted to you.

7. How Elite preferred to be invoiced?

DON'T invoice us. Before the commencement of an assigned project, you should have received an official Purchase Order from us. This order will serve as our record for processing payment to you and also as a confirmation of our assignment of the project to you.

8. How long before I get my money?

- Your project must be deemed delivered in a satisfactory condition with revisions request executed in a timely manner before we process your payment.
- Payment due to you will be based on the date of complete delivery of the job. If your job is **completed before the 15th of this month**, you will be paid **latest by the 15th of the following month**. Likewise, if your job is **completed after the 15th of this month**, you will be paid latest by **the last day of the following month**.
- There are also times when PayPal would randomly block some payments to some accounts. In this situation, we will try to inform you at the soonest time and will try to process the payment again on alternate days till it is successful.

If you have further queries regarding working with Elite as a freelancer, please feel free to drop us an email to team-elite@elitebilingual.com

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