

Mailing received from tbw changing the unpopular policy recently announced

18th July 2023

thebigword

INTERPRETING

Good evening,

Over the last couple of weeks, we have sent communications regarding changes to how our rates are categorised and we recognise that this has caused some confusion to the interpreting community.

To clarify, our intention was not to reduce rates instead change how these were itemised. However, following direct engagement with the interpreting community it is clear that the current categorisation of rates is preferred and as such the automation incentive payment will be maintained for **remote assignments**.

Any assignment accepted since 1st of July 2023 will have any applicable **AEP** (automation incentive payments) categorised in the original format and will be paid in the normal way.

We once again apologise for the unclear communications on this matter.

We are grateful for your patience and understanding and we look forward to continued collaboration with you in the future.

Sincerely,

thebigword

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