



The Translation & Legalisation Company

Who we are

TLC UK are a team of qualified translators and legal professionals experienced in the legal documentation for overseas weddings.

TLC UK help couples getting married abroad by providing a safe and reliable translation, legalisation and messenger service for long and short haul wedding destinations.



Our core values

TLC UK provide an accurate and efficient service that focuses on the clients' needs, emphasizing trust and reliability

- Focus on the customer
- Reliability
- Trust
- Accuracy
- Efficiency
- Flexibility

Who we help

Marriages between

- UK nationals
- Non-UK nationals
- UK national and non-UK national
- Expats



Paperwork done. Wedding Begins.

Key long haul destinations

- Cuba
- Dominican Republic
- Mexico



Key short haul destinations

- Austria
- Croatia
- Czech Republic
- Finland
- France
- Germany
- Greece
- Monaco
- Norway
- Poland
- Portugal
- Romania
- Slovenia
- Spain
- Sweden
- Switzerland
- Ukraine





My TLC Experience

* 1. Your name?

2. Please tell us in which country you are getting married

* 3. How did you learn of TLC?

Travel Agent Referral
Website/Search Engine
Family or Friend
Consulate or embassy
Online forum
Other

* 4. How satisfied were you with the TLC website?

- Extremely satisfied
- Moderately satisfied
- Slightly satisfied
- Neither satisfied nor dissatisfied
- Slightly dissatisfied
- Moderately dissatisfied
- Extremely dissatisfied

* 5. Was TLC knowledgeable and understanding of your needs?

- Extremely
- Very
- Moderately
- Slightly
- Not at all

* 6. How satisfied are you with the overall level of service.

- Extremely satisfied
- Moderately satisfied
- Slightly satisfied
- Neither satisfied nor dissatisfied

Monitoring Service Levels

Customer satisfaction survey:
'My TLC experience'

Sent to all customers

Feedback is used to improve
customer service

Current response rate: 84%



Customer testimonials and feedback

“ You gave me confidence from the first contact, kept me fully informed and provided a thorough speedy service. Thank you!
Nathalie Anderson

“ Prior to speaking to TLC I was confused to what I had to do. The British Embassy and The Mexican Embassy were telling me differing things.

I was struggling to get a straight answer on what I needed to do and with whom, until I contacted TLC. They did everything for me and I didn't have to worry about anything.

The documents arrived back in no time at all and made the difficult process of changing my name with all my suppliers much easier. Thank you.

Sharon Starkey

“ My Fiancé and I required a translation service for our wedding in Mexico. TLC gave a professional service from the initial telephone call until the documents arrived, all presented in a wonderful pack. Thank you so much for your help.
Gill and Bert Harris

“ Fantastic service, friendly and professional. We were really pleased when our documents arrived so quickly!!! Thank you so much.
Dawn Cavin

“ I previously used TLC for my company documentation processing and I recently used TLC again for my personal documentation processing. In both cases I was very pleased with the service that TLC provided.
Joseph Prem

TLC UK Services

- Translation only (part service)
- Legalisation only (part service) –
Messenger services to FCO (business counter)
- Translation and legalisation (full service)
- Lost documents
- Certified passport copies
- Marriage Certificate translation

How can we serve you?

- Service provider for couples
who enquire direct with you
- Affinity arrangement
(rewarding front line staff)
- White label

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