

Category 1: Plan Types & Coverage Basics

Employee 1 - Q1: Tell any one major difference between Samsung Protect Max Plan and Samsung Care+ Plans?

Answer: Samsung Protect Max offers Unlimited Claims to the customer, whereas Samsung Care+ offers only 2 Claims a Year.

Employee 1 - Q2: Is Theft and Fire covered under any of the Samsung Protect Max Plans?

- a. Yes
- b. No

Answer: b) No

Employee 2 - Q1: What does ADLD primarily protect against?

- a) Only software bugs
- b) Accidental and liquid damage
- c) Theft and loss
- d) Cosmetic wear

Answer: b) Accidental and liquid damage

Employee 2 - Q2: What does CPP add beyond ADLD?

- a) Theft coverage only
- b) Mechanical and electrical breakdowns
- c) International device replacement
- d) Screen-only protection

Answer: b) Mechanical and electrical breakdowns

Employee 2 - Q3: What is the standard duration of the Combo/CPP plan?

- a) 6 months
- b) 1 year
- c) 2 years
- d) 3 years

Answer: c) 2 years

Employee 3 - Q1: What does ADLD primarily protect against?

- a) Only software bugs
- b) Accidental and liquid damage

c) Theft and loss

d) Cosmetic wear

Answer: b) Accidental and liquid damage

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a) 6 months

b) 1 year

c) 2 years

d) 3 years

Answer: c) 2 years

Employee 4 - Q1: What does Samsung Protect Max cover?

a) Only screen damage

b) Accidental and liquid damage + extended warranty

c) Theft and loss

d) Software issues

Answer: b) Accidental and liquid damage + extended warranty

Employee 4 - Q4: What is not covered under Samsung Protect Max?

a) Accidental damage

b) Liquid damage

c) Intentional damage

d) Screen crack due to drop

Answer: c) Intentional damage

Employee 4 - Q7: What does the Comprehensive Protection Plan (CPP) cover?

a) Only manufacturing defects

b) Accidental, liquid, mechanical, and electrical damage

c) Theft or loss

d) Screen damage only

Answer: b) Accidental, liquid, mechanical, and electrical damage

Employee 4 - Q8: How long is the CPP coverage valid for?

- a) 6 months
- b) 1 year
- c) 2 years
- d) 3 years

Answer: c) 2 years

Employee 4 - Q11: What is the main difference between ADLD and CPP?

- a) CPP covers mechanical/electrical defects; ADLD doesn't
- b) ADLD covers theft
- c) CPP is for accessories
- d) ADLD lasts longer

Answer: a) CPP covers mechanical/electrical defects; ADLD doesn't

Employee 4 - Q18: Do CPP plan covers accidental, mechanical, and electrical breakdowns?

- a) Yes
- b) No

Answer: a) Yes

Employee 4 - Q29: Does the plan include an extended warranty in addition to accidental damage in CPP protection?

- a) Yes
- b) No

Answer: a) Yes

Employee 4 - Q30: Do we have ADLD & 1yr extended warranty cover in CPP plan?

- a) Yes
- b) No

Answer: a) Yes

Employee 6 - Q1: Which of the following devices are eligible for Samsung Protection Plans?

- a) Brand new Samsung smartphones only
- b) Brand new Samsung devices purchased from authorized channels in India
- c) Refurbished Samsung devices

d) Samsung devices older than 30 days

Answer: b) Brand new Samsung devices purchased from authorized channels in India

Employee 6 - Q3: Does the plan cover loss or theft of the device?

a) Yes

b) Only for premium models

c) No

d) Only after 30 days

Answer: c) No

Employee 6 - Q6: What type of damage is covered?

a) Accidental and liquid damage

b) Intentional damage

c) Cosmetic damage such as scratches

d) Damage during unauthorized repair

Answer: a) Accidental and liquid damage

Employee 6 - Q9: Plan duration for ADLD is:

a) 2 years

b) 1 year

c) 3 years

d) Lifetime

Answer: b) 1 year

Employee 6 - Q11: Which is NOT covered under ADLD?

a) Liquid damage

b) Mechanical breakdown not caused by accident

c) Accidental physical damage

d) Damage due to power surge

Answer: b) Mechanical breakdown not caused by accident

Employee 7 - Q1: What does ADLD stand for?

A) Accidental and Liquid Damage

B) Accidental Loss and Device Damage

C) Accidental Device Liquid Deposit

D) Additional Device Lifetime

Answer: A) Accidental and Liquid Damage

Employee 7 - Q2: Which of the following is covered under ADLD plan?

- A) Theft or loss
- B) Accidental and liquid damage
- C) Battery failure
- D) Software crash

Answer: B) Accidental and liquid damage

Employee 7 - Q4: The COMBO plan includes which two protections?

- A) ADLD + Theft cover
- B) ADLD + 1 Year Extended Warranty
- C) Extended Warranty + Theft cover
- D) Screen protection + Theft cover

Answer: B) ADLD + 1 Year Extended Warranty

Employee 7 - Q5: What is the tenure of the ADLD plan?

- A) 6 months
- B) 1 year
- C) 2 years
- D) Lifetime

Answer: B) 1 year

Employee 7 - Q6: How many total years of protection does the COMBO plan provide?

- A) 1 year
- B) 1.5 years
- C) 2 years
- D) 3 years

Answer: C) 2 years

Employee 7 - Q7: What is covered under the Extended Warranty part of COMBO plan?

- A) Manufacturing defects after 1st year
- B) Theft or loss
- C) Screen damage
- D) Battery replacement

Answer: A) Manufacturing defects after 1st year

Employee 7 - Q11: If a phone gets water damaged, which plan covers it?

- A) ADLD
- B) Extended Warranty
- C) None
- D) Theft plan

Answer: A) ADLD

Employee 7 - Q13: Which of the following is NOT covered under ADLD?

- A) Screen crack due to drop
- B) Liquid spill damage
- C) Theft or loss
- D) Display damage due to fall

Answer: C) Theft or loss

Employee 7 - Q14: When does Extended Warranty coverage in COMBO start?

- A) From the date of purchase
- B) After 6 months
- C) After manufacturer warranty expires
- D) After claim approval

Answer: C) After manufacturer warranty expires

Employee 7 - Q17: COMBO plans availability on handsets?

- A) F series, A series
- B) S25 series Fold & Flip series
- C) Laptop
- D) Tablets

Answer: B) S25 series Fold & Flip series

Employee 7 - Q19: ADLD coverage includes which types of damages?

- A) Accidental and liquid
- B) Only screen
- C) Only manufacturing defect
- D) Theft and fire

Answer: A) Accidental and liquid

Employee 7 - Q20: Which of the following is NOT covered under COMBO plan?

- A) Accidental damage

- B) Liquid damage
 - C) Manufacturing defect after 1 year
 - D) Theft or loss
- Answer: D) Theft or loss

Employee 9 - Q1: What does Samsung ProtectMax by Zopper cover?

- A) Screen replacement only
 - B) Theft and loss
 - C) Accidental and liquid damage
 - D) Software malfunction
- Answer: C) Accidental and liquid damage

Employee 9 - Q2: How many types of plans are there under Samsung ProtectMax?

- A) One
- B) Two – ADLD and Combo Plan
- C) Three
- D) Four

Answer: B) Two – ADLD and Combo Plan

Employee 9 - Q11: What kind of damage is covered under the ADLD plan?

- A) Only screen breakage
 - B) Liquid and accidental damage
 - C) Theft and burglary
 - D) Water-resistant faults
- Answer: B) Liquid and accidental damage

Employee 9 - Q14: What cannot be claimed under Samsung ProtectMax coverage?

- A) Accidental damage
 - B) Manufacturing defects
 - C) Theft and Loss
 - D) Liquid damage
- Answer: C) Theft and Loss

Employee 9 - Q20: What types of damage are excluded from the ProtectMax plan claims?

- A) Liquid damage
- B) Accidental breakage
- C) Intentional damage, or loss

D) Software malfunction

Answer: C) Intentional damage, or loss

Employee 9 - Q24: What should customers do if their device is lost or stolen— does ProtectMax cover this?

A) File a claim for replacement

B) Contact Samsung for theft protection

C) Not covered under ProtectMax

D) Covered only under Combo Plan

Answer: C) Not covered under ProtectMax

Employee 9 - Q27: Are software-related issues covered under Samsung ProtectMax Combo Plan?

A) Yes, all are covered

B) Only Android updates

C) No, software issues are excluded

D) Only for premium phones

Answer: A) Yes, all are covered

Employee 11 - Q8: What is the full form of the plan type ADLD in Samsung Protect Max?

a) Appliance Damage & Loss Device

b) Accidental Damage & Liquid Damage

c) Accidental Drop & Loss Device

Answer: b) Accidental Damage & Liquid Damage

Category 2: Claims - Unlimited, Invoice Capping & Depreciation

Employee 1 - Q7: If the customers takes a claim after 6 month, what % of depreciation will be charged towards the customer device?

a. 0%

b. 25%

c. 50%

d. 75%

Answer: a) 0%

Employee 2 - Q4: Which statement best describes "Truly Unlimited" repairs?

- a) One claim per quarter
- b) Unlimited claims within the policy term
- c) Two claims per year maximum
- d) Only screen claims unlimited

Answer: b) Unlimited claims within the policy term

Employee 2 - Q5: For annual ADLD, how many claims are allowed in one year?

- a) One
- b) Two
- c) Unlimited
- d) Five

Answer: c) Unlimited

Employee 2 - Q6: For the Combo plan over 2 years, how many total claims can a customer make?

- a) Two per plan
- b) Four total
- c) Unlimited over two years
- d) One per year

Answer: c) Unlimited over two years

Employee 2 - Q7: What does "no invoice capping" mean for each repair?

- a) Fixed small cap per claim
- b) Coverage up to the device invoice value per repair
- c) Cap at 50% of invoice
- d) Cap only for screens

Answer: b) Coverage up to the device invoice value per repair

Employee 2 - Q8: How does "no depreciation" impact claim settlements?

- a) Reduces payout as device ages
- b) Settlement based on current market value
- c) Settlement unaffected by device age
- d) Customer must co-pay age-based amount

Answer: c) Settlement unaffected by device age

Employee 2 - Q9: If a single repair estimate exceeds invoice value, how is it handled?

- a) Declined automatically

- b) Covered only up to invoice value
- c) Covered fully regardless of cost
- d) Converted into replacement

Answer: b) Covered only up to invoice value

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- a) One claim per quarter
- b) Unlimited claims within the policy term
- c) Two claims per year maximum
- d) Only screen claims unlimited

Answer: b) Unlimited claims within the policy term

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- a) One
- b) Two
- c) Unlimited
- d) Five

Answer: c) Unlimited

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Employee 4 - Q3: How many repairs are allowed under ADLD coverage?

- a) One per year
- b) Two total
- c) Unlimited repairs up to invoice value
- d) Three repairs only

Answer: c) Unlimited repairs up to invoice value

Employee 4 - Q15: Do Samsung protect max provide have depreciation?

- a) Yes
- b) No

Answer: b) No

Employee 4 - Q17: What is the meaning of Truly Unlimited Repairs?

- a) Only 2 claims allowed
- b) Unlimited repairs up to invoice value
- c) No limit for any repair

Answer: b) Unlimited repairs up to invoice value

Employee 4 - Q23: Is Depreciation applied to the repair amount under ADLD?

- a) Yes
- b) No

Answer: b) No

Employee 4 - Q24: If a phone repair cost is equal to the invoice value, will ADLD still cover it?

- a) Yes

b) No

Answer: a) Yes

Employee 5 - Q3: How much is the depreciation at 15th month in the Zipcare/OSG plan?

- a. 50 to 70%
- b. No Depreciation
- c. 100%

Answer: b) No Depreciation

Employee 5 - Q4: How many claims are covered in the Zipcare All in One Plan?

- a. Unlimited Claims
- b. Two Claims
- c. One Claim

Answer: a) Unlimited Claims

Employee 5 - Q5: How many claims are covered in OSG Total Care plan?

- a. Two Claims
- b. One Claim
- c. Unlimited Claim

Answer: c) Unlimited Claim

Employee 5 - Q6: Is there any invoice value capping for Zipcare or OSG plan?

- a. Yes

- b. No

Answer: b) No

Employee 6 - Q8: Maximum liability under ADLD coverage is:

- a) Full replacement value
- b) Depreciated value of the device
- c) Repair cost only
- d) Zero-depreciation value

Answer: d) Zero-depreciation value

Employee 9 - Q4: How many times can a customer claim in ADLD and Combo Plan?

- A) Once in 3 years
- B) Once per plan period

C) Unlimited claims

D) Twice per year

Answer: C) Unlimited Claims

Employee 9 - Q7: What is the Depreciation in the Samsung ProtectMax Plan

A) 50% after 6 months

B) 20% after 3 months

C) 50% after 9 months

D) Zero Depreciation

Answer: D) Zero Depreciation

Employee 9 - Q29: Can customers claim multiple times during the ProtectMax plan period?

A) Yes, unlimited times

B) No, only once per plan

C) Twice only

D) Only for Combo Plan

Answer: A) Yes, unlimited times

Employee 10 - Q12: If a customer made three damage claims in one year, can they still make a fourth? What's the condition?

A) Yes, unlimited claims allowed within invoice value limit.

B) No, only three claims allowed.

C) Yes, but only after paying an extra fee.

D) No, unless the plan is renewed.

Answer: A) Yes, unlimited claims allowed within invoice value limit.

Employee 10 - Q27: How many total repair claims can a customer make in one year?

A) 1

B) 3

C) Unlimited within invoice value limit

D) 5

Answer: C) Unlimited within invoice value limit

Employee 10 - Q28: What is the maximum claim value?

A) Half of invoice value

B) Up to the invoice value of the phone

C) No limit

D) Only for screen repairs

Answer: B) Up to the invoice value of the phone

Employee 10 - Q39: Customer thinks "unlimited claims" means "free repairs every time." What do you say?

A) Unlimited claims allowed, but each has processing fee, total up to invoice value

B) Yes, truly unlimited free repairs

C) Only 3 free repairs allowed

D) Fee applies only for liquid damage

Answer: A) Unlimited claims allowed, but each has processing fee, total up to invoice value

Employee 10 - Q47: How is invoice value related to claims?

A) Maximum total repair claims equal invoice value

B) Unlimited money reimbursed

C) Only half invoice value covered

D) Only processing fee covered

Answer: A) Maximum total repair claims equal invoice value

Employee 10 - Q50: Employee asks if unlimited claims mean multiple free repairs. How to answer?

A) Unlimited claims, but total cost cannot exceed invoice value and processing fee applies each time

B) Truly unlimited free repairs

C) Only 3 repairs allowed

D) Only one repair per 6 months

Answer: A) Unlimited claims, but total cost cannot exceed invoice value and processing fee applies each time

Employee 11 - Q3: Which core benefit of Samsung Protect Max ensures that a customer can claim for service multiple times during the policy period?

A) Global Coverage

b) 100% Repair

c) Unlimited Claims

Answer: c) Unlimited Claims

Employee 11 - Q4: Which core feature of Samsung Protect Max ensures the customer gets the repair value equivalent to the current cost of the device, not the old purchased cost?

A) Global Coverage

b) 100% Repair

c) No Invoice Capping

Answer: c) No Invoice Capping

Employee 11 - Q6: What does "No Depreciation Charges" mean for a customer making a claim under Samsung Protect Max?

A) The plan price decreases over time.

b) The device value decreases over time.

c) The customer is not charged less for the repair based on the age of the device.

Answer: c) The customer is not charged less for the repair based on the age of the device.

Employee 11 - Q7: What is the maximum coverage on the repair cost for a claim under the "100% Repair" benefit of Samsung Protect Max?

A) 75%

b) 90%

c) 100%

Answer: c) 100%

Category 3: Eligibility & Purchase Window

Employee 1 - Q4: Customer can purchase Samsung Protect Max Plan at the time of purchase or within how many Days from the date of purchase?

a. Within 3 Days

b. Within 7 Days

c. Within 14 Days

Answer: b) Within 7 Days

Employee 2 - Q15: Which devices are generally eligible?

a) Any brand and channel

b) Select Samsung smartphones sold via official India channels

c) Only refurbished Samsung devices

d) Tablets only

Answer: b) Select Samsung smartphones sold via official India channels

Employee 2 - Q16: Can used phones bought from unverified resellers be enrolled?

- a) Yes, anytime
- b) Only after inspection
- c) No, plan is for eligible new devices via official channels
- d) Yes, with extra fee

Answer: c) No, plan is for eligible new devices via official channels

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- d) Yes, with extra fee

Answer: c) No, plan is for eligible new devices via official channels

Employee 4 - Q2: Which devices are eligible for Samsung Protect Max?

- a) Only flagship models
- b) All Samsung smartphones
- c) Non-Samsung devices
- d) Imported phones

Answer: b) All Samsung smartphones

Employee 4 - Q26: What is the time window for purchasing a plan after buying the device?

- a) Within 7 days
- b) Within 15 days
- c) Within 30 days

Answer: a) Within 7 days

Employee 4 - Q27: Can I purchase more than one plan for a single device?

- a) Yes
- b) No

Answer: b) No

Employee 5 - Q10: Can a customer buy a SPM after purchasing a mobile (on next day)?

- a. Yes
- b. No it should be on the same invoice

Answer: b) No it should be on the same invoice

Employee 5 - Q14: When can a customer buy an EW plan? Or under how many days can he buy the EW plan?

- a. In 180 days
- b. Same day while buying the mobile

Answer: b) Same day while buying the mobile

Employee 6 - Q4: Device must be purchased from:

- a) Any retail shop worldwide
- b) Samsung official website or Samsung authorized stores in India
- c) Online international marketplaces
- d) Exchange markets

Answer: b) Samsung official website or Samsung authorized stores in India

Employee 7 - Q3: When must the ADLD or COMBO plan be purchased after buying the device?

- A) Within 3 days
- B) Within 7 days
- C) Within 14 days
- D) Within 30 days

Answer: B) Within 7 days

Employee 7 - Q12: Can a customer buy ADLD plan for a phone already damaged?

- A) Yes
- B) No
- C) After repair
- D) Only for premium phones

Answer: B) No

Employee 10 - Q1: A customer drops their new Samsung phone in water two weeks after buying it but didn't buy the plan. They now want to buy it. What do you say and why?

- A) Yes, they can still buy it with extra charges.
- B) Yes, but it will cover only water damage.
- C) No, the plan must be bought within 3 days or within 30 days with diagnostics.
- D) Yes, if they show proof of damage.

Answer: C) No, the plan must be bought within 3 days or within 30 days with diagnostics.

Employee 10 - Q2: A Fold phone customer comes on Day 4 after purchase to buy the plan. How do you respond?

- A) Eligible with late purchase fees.
- B) Accept only if diagnostics are done immediately.
- C) Not eligible — Fold/Flip models must buy within 3 days.
- D) Accept the purchase — Fold phones have 30 days to buy.

Answer: C) Not eligible — Fold/Flip models must buy within 3 days.

Employee 10 - Q3: A customer bought their phone 5 days ago and wants the plan. What step must they take before purchase, and which phones are not eligible in this case?

- A) Complete diagnostics on My Galaxy App; Fold/Flip not eligible.
- B) Submit warranty card; all phones eligible.
- C) Visit service centre; Flip phones only excluded.
- D) Submit IMEI number; Fold/Flip eligible only.

Answer: A) Complete diagnostics on My Galaxy App; Fold/Flip not eligible.

Employee 10 - Q7: A customer insists that since they bought the phone unboxed but unused, the plan should still work. How do you handle this politely and accurately?

- A) Approve it because the phone is unused.
- B) Decline politely — plan is not valid for unboxed or returned phones.
- C) Approve it if they pay an extra fee.
- D) Escalate to Samsung for confirmation.

Answer: B) Decline politely — plan is not valid for unboxed or returned phones.

Employee 10 - Q14: A customer says, "I'll buy the plan next week." What persuasive yet honest point can you make?

- A) Encourage immediate purchase — must be bought within 3 days or 30 days with diagnostics.
- B) Accept later purchase with penalty.
- C) Advise buying next month for better coverage.
- D) Suggest buying another phone instead.

Answer: A) Encourage immediate purchase — must be bought within 3 days or 30 days with

diagnostics.

Employee 10 - Q19: A buyer got the phone through a gift from a friend. Can they still buy the plan in their own name?

- A) Yes, if friend transfers invoice.
- B) No — plan only valid for original purchaser from official channel.
- C) Yes, after 3-day waiting period.
- D) Only if it's a Fold/Flip phone.

Answer: B) No — plan only valid for original purchaser from official channel.

Employee 10 - Q23: Within how many days must a customer buy the plan after phone purchase?

- A) 7 days
- B) 3 days (or 30 days with diagnostics)
- C) 15 days
- D) 60 days

Answer: B) 3 days (or 30 days with diagnostics)

Employee 10 - Q25: Which category of Samsung phones cannot buy the plan between Days 3 and 30?

- A) Fold and Flip phones
- B) Galaxy A series
- C) Galaxy M series
- D) All phones are eligible

Answer: A) Fold and Flip phones

Employee 10 - Q26: Can the plan be purchased for non-Samsung phones?

- A) Yes, with additional fee
- B) No, only Samsung phones
- C) Only for phones under warranty
- D) Yes, if registered on My Galaxy App

Answer: B) No, only Samsung phones

Employee 10 - Q45: Customer asks if refurbished phones can have the plan.

- A) Yes, with special approval
- B) No — plan not valid for refurbished or returned phones
- C) Yes, but only Fold/Flip

D) Only if purchased online

Answer: B) No — plan not valid for refurbished or returned phones

Employee 10 - Q49: Customer wants plan for gift phone from a friend. Response?

A) Allowed if invoice shared

B) Not allowed — must be original purchaser from official channel

C) Allowed if purchased within 30 days

D) Allowed only for Fold phones

Answer: B) Not allowed — must be original purchaser from official channel

Category 4: Plan Activation & Cool-off Period

Employee 1 - Q8: Is there any cool-off period for customers to take their first claim?

a. 0 days

b. 5 days

c. 7 days

d. 14 days

Answer: c) 7 days

Employee 5 - Q1: How long does it take the SPM plan to get activated?

a. 72 hours

b. Instant Activation

c. 30 Days

Answer: b) Instant Activation

Employee 5 - Q2: What is the cooling off period for SPM?

a. No cooling off period

b. 7 days

c. 1 day

Answer: b) 7 days

Employee 6 - Q5: When does protection coverage start?

a) Immediately from invoice date

b) 15 days after purchase

c) After cooling period and successful activation by Zopper

d) After screen breaks

Answer: c) After cooling period and successful activation by Zopper

Employee 9 - Q8: From which date is the device covered under Samsung ProtectMax?

- A) From the plan purchase date
- B) From the invoice date of the device
- C) From the activation date
- D) After the Cool Off period of the Plan

Answer: D) After the Cool Off period of the Plan

Employee 10 - Q8: A customer's plan activation is pending; phone gets water damage. What happens?

- A) Claim valid after plan activation
- B) Claim automatically rejected
- C) Claim accepted if purchased within 7 days
- D) Claim partially valid

Answer: A) Claim valid after plan activation

Employee 10 - Q9: A customer bought the plan after 25 days but didn't do the My Galaxy App test. The phone gets damaged. What happens?

- A) Claim accepted with a penalty fee.
- B) Claim valid only for liquid damage.
- C) Claim may be rejected — diagnostics were mandatory within 30 days.
- D) Claim will still be valid.

Answer: C) Claim may be rejected — diagnostics were mandatory within 30 days.

Employee 10 - Q22: How long does the plan last from activation?

- A) 6 months
- B) 2 years
- C) 1 year
- D) Until first claim

Answer: C) 1 year

Employee 10 - Q41: A customer's plan activation is pending; phone gets water damage. What happens?

- A) Claim valid after plan activation
- B) Claim automatically rejected
- C) Claim accepted if purchased within 7 days

D) Claim partially valid

Answer: A) Claim valid after plan activation

Employee 10 - Q42: Fold phone purchased 2 days ago, plan purchased on same day. Claim for screen crack today — is it valid?

A) Yes, accidental damage is covered

B) No, first claim only after 30 days

C) No, only liquid damage covered

D) Yes, but only after diagnostics

Answer: A) Yes, accidental damage is covered

Employee 10 - Q46: A phone purchased 10 days ago, plan purchased without diagnostics.

Damage occurs — what happens?

A) Claim valid fully

B) Claim invalid due to missing diagnostics

C) Claim partially vali

D) Claim approved if customer insists

Answer: B) Claim invalid due to missing diagnostics

Employee 10 - Q48: Plan

purchased on same day as phone — when does coverage start?

A) Day of purchase/activation

B) Next day

C) After diagnostics only

D) After one week

Answer: A) Day of purchase/activation

Category 5: Claim Registration Process & Documentation

Employee 1 - Q3: Please Paste the link here used to claim Samsung Protect Max?

Answer: <https://www.samsung.com/in/offer/samsung-care-plus/login/?usertype=customer>

Employee 1 - Q9: Is there No Questions Ask Policy if customers takes a claim with Samsung Protect Max Plan?

a. No question will be asked at the time of claim.

b. Customer have to explain how did the damage happened while registering the claim.

Answer: b) Customer have to explain how did the damage happened while registering the claim.

Employee 1 - Q12: If IMEI of the phone is not traceable, will the customer get any claim?

a. Yes

b. No

Answer: b) No

Employee 2 - Q17: Where does a customer initiate a claim?

a) Paper form at store

b) Samsung's Unified Portal via Samsung Care sites

c) SMS only

d) Call center only

Answer: b & c

Employee 2 - Q18: What login method is used on the Unified Portal?

a) Email and password

b) Social login

c) Registered mobile with OTP

d) Device serial only

Answer: c) Registered mobile with OTP

Employee 2 - Q19: After login, what is the next action to start a claim?

a) Click "Raise Claim"

b) Click "Buy Plan"

c) Click "Renew Warranty"

d) Click "Schedule Demo"

Answer: a) Click "Raise Claim"

Employee 2 - Q20: When choosing Carry-in, what must the customer provide?

a) Only IMEI

b) Issue description and how it occurred

c) Only store name

d) Only purchase date

Answer: b) Issue description and how it occurred

Employee 2 - Q21: How does the customer pick a service center?

a) Auto-assigned only

b) Selects from nearest options by pincode

- c) Must visit HQ
- d) Randomly allocated

Answer: b) Selects from nearest options by pincode

Employee 2 - Q22: What can the customer schedule while selecting a center?

- a) Device exchange
- b) Date and time to visit for carry-in
- c) Refund request
- d) Loaner device booking

Answer: b) Date and time to visit for carry-in

Employee 2 - Q23: What is generated after successful registration/payment on the portal?

- a) Work order only
- b) Claim ID
- c) Shipping label
- d) Credit note

Answer: b) Claim ID

Employee 2 - Q24: What communication is sent post claim registration/payment?

- a) None
- b) Email/SMS with claim ID and instructions
- c) Postal letter
- d) In-app banner only

Answer: b) Email/SMS with claim ID and instructions

Employee 3 - Q17: Where does a customer initiate a claim?

- a) Paper form at store
- b) Samsung's Unified Portal via Samsung Care sites
- c) SMS only
- d) Call center only

Answer: b & c

Employee 3 - Q18: What login method is used on the Unified Portal?

- a) Email and password
- b) Social login
- c) Registered mobile with OTP
- d) Device serial only

Answer: c) Registered mobile with OTP

Employee 3 - Q19: After login, what is the next action to start a claim?

- a) Click "Raise Claim"
- b) Click "Buy Plan"
- c) Click "Renew Warranty"
- d) Click "Schedule Demo"

Answer: a) Click "Raise Claim"

Employee 3 - Q20: When choosing Carry-in, what must the customer provide?

- a) Only IMEI
- b) Issue description and how it occurred
- c) Only store name
- d) Only purchase date

Answer: b) Issue description and how it occurred

Employee 3 - Q21: How does the customer pick a service center?

- a) Auto-assigned only
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- c) Postal letter
- d) In-app banner only

Answer: b) Email/SMS with claim ID and instructions

Employee 4 - Q28: How do Customer register a claim?

- a) Through Samsung website or Care+ app
- b) At service centre

Answer: a) Through Samsung care+ portal

Employee 5 - Q16: Can a customer visit a service center directly to raise the claim?

- a. Yes
- b. No

Answer: b) No

Employee 5 - Q18: If a motherboard is replaced and so will be the serial number, how can a service center verify the claim?

- a. Through invoice
- b. Through IMEI number inside the camera lens

Answer: b) Through IMEI number inside the camera lens

Employee 5 - Q21: Is this a no questions asked policy?

- a. Yes
- b. No, customer have to tell how the device is damaged.

Answer: b) No, customer have to tell how the device is damaged.

Employee 5 - Q22: What are the ways in which a customer can raise claim?

- a. Website, call center & through email
- b. Only through website

Answer: a) Website, call center & through email

Employee 6 - Q14: Who must initiate the damage claim?

- a) Store employee directly

- b) Customer
- c) Samsung staff at service center
- d) Anyone with the device

Answer: b) Customer

Employee 6 - Q15: What is mandatory while raising a claim?

- a) Original device box
- b) Registered device in working condition (except screen broken cases)
- c) Customer's Aadhar card
- d) Screenshot of IMEI

Answer: b) Registered device in working condition (except screen broken cases)

Employee 6 - Q16: What happens if customer discloses wrong device condition?

- a) Nothing
- b) Plan benefits denied
- c) Claim amount reduces only 10%
- d) Repair is delayed

Answer: b) Plan benefits denied

Employee 6 - Q17: After claim approval, device must be submitted within:

- a) 48 hours
- b) 7 days
- c) 30 days
- d) Anytime

Answer: b) 7 days

Employee 6 - Q19: Documents required during claim:

- a) Invoice + ID + Plan confirmation
- b) Only invoice
- c) Only ID card
- d) No documents needed

Answer: a) Invoice + ID + Plan confirmation

Employee 6 - Q24: If customer refuses repair after claim approval:

- a) Plan continues normally
- b) Plan expires immediately
- c) Deductible increases next time

d) Customer receives cashback

Answer: b) Plan expires immediately

Employee 6 - Q25: Claim will be rejected if:

a) Device has unapproved accessories

b) Damage due to unauthorized repair

c) Customer forgets invoice

d) Claim is made at Samsung Store

Answer: b) Damage due to unauthorized repair

Employee 7 - Q8: Where can a customer raise a claim for ADLD or COMBO?

A) Samsung Service Center

B) Retail store

C) Local mobile shop

D) Online e-commerce website

Answer: A) Samsung Service Center

Employee 7 - Q15: What documents are required during claim registration?

A) IMEI number and invoice copy

B) Only device box

C) Only store bill

D) Customer photo

Answer: A) IMEI number and invoice copy

Employee 9 - Q9: How can a customer raise a claim for their Samsung ProtectMax plan?

A) By calling Zopper helpline

B) Through Samsung website or customer care

C) By visiting the retailer only

D) By sending an SMS

Answer: B) Through Samsung website or customer care

Employee 9 - Q10: What information must a customer provide when raising a claim?

A) Name, email ID, and IMEI/serial number

B) Address only

C) Store name and purchase date

D) Bank details

Answer: A) Name, email ID, and IMEI/serial number

Employee 9 - Q15: How can customers contact Samsung for claim support?

- A) Visit the service center
- B) Call Samsung customer care
- C) Email Zopper only
- D) Visit a Croma store

Answer: B) Call Samsung customer care

Employee 9 - Q18: What role do authorized Samsung service centers play in ProtectMax?

- A) Sell new phones
- B) Verify claims and repair devices
- C) Issue refunds
- D) Replace accessories

Answer: B) Verify claims and repair devices

Employee 9 - Q19: What is the significance of the IMEI or Serial number in claims?

- A) Helps in device identification and claim validation
- B) Used for payment
- C) Used for marketing purposes
- D) Not required for smartphones

Answer: A) Helps in device identification and claim validation

Employee 9 - Q26: What are the common reasons for claim rejection?

- A) Valid proof submitted
- B) Coverage expired, intentional damage, or mismatched IMEI Number
- C) Claim submitted through service center
- D) Device in working condition

Answer: B) Coverage expired, intentional damage, or mismatched IMEI Number

Employee 10 - Q6: A buyer lost the phone invoice but has the plan confirmation email. What will you advise before they raise a claim?

- A) Submit only a screenshot of the My Galaxy app.
- B) They must provide both the device and plan invoice or get a copy.
- C) No issue — the email alone is enough.
- D) Ask them to file a police report first.

Answer: B) They must provide both the device and plan invoice or get a copy.

Employee 10 - Q15: A customer purchased the plan on the same day as the phone but can't find confirmation. What steps do you suggest?

- A) Ignore — confirmation not required.
- B) Ask them to check My Galaxy App or contact Zopper/Samsung support.
- C) Tell them to repurchase the plan.
- D) Claim will be automatically rejected.

Answer: B) Ask them to check My Galaxy App or contact Zopper/Samsung support.

Employee 10 - Q24: What app is used for device diagnostics?

- A) Samsung Care+ App
- B) My Galaxy App
- C) Samsung Support Chat
- D) Zopper App

Answer: B) My Galaxy App

Employee 10 - Q31: A customer claims their phone fell in a pool and stopped working. What 3 questions should you ask before directing them to service?

- A) Was the plan active? When did damage happen? Claim raised via My Galaxy App?
- B) What colour is the phone? When purchased? Who gifted it?
- C) Is it Fold/Flip? Warranty status? Store location?
- D) Did they buy insurance? Did they drop it before purchase? What is the IMEI?

Answer: A) Was the plan active? When did damage happen? Claim raised via My Galaxy App?

Employee 10 - Q32: Unsure if a customer's plan is active. How do you confirm?

- A) Check Samsung My Galaxy App or confirmation email
- B) Ask customer to wait 24 hours
- C) Check warranty only
- D) Ask customer for verbal confirmation

Answer: A) Check Samsung My Galaxy App or confirmation email

Employee 10 - Q36: Customer claims plan rejected because diagnostics were never done. What went wrong?

- A) Diagnostics not completed within 30 days
- B) Customer used wrong IMEI
- C) Faulty My Galaxy App
- D) Plan expired

Answer: A) Diagnostics not completed within 30 days

Category 6: Service & Repair Process

Employee 1 - Q6: Does Samsung provide any cash or coupons in case of BER (Beyond Economic Repair)?

- a. Yes
- b. No

Answer: b) No

Employee 1 - Q10: Does customer have to bear a Service Fee/ One-time Payment during each claim or the customer has to bear it only one time?

- a. Yes, with each claim.
- b. No, customer will pay it only one-time.

Answer: a) Yes, with each claim.

Employee 1 - Q16: Is there any Pick and Drop facility available under Samsung Protect Max Plan?

- a. Yes
- b. No, only Carry-in facility available.

Answer: b) No, only Carry-in facility available.

Employee 1 - Q18: Does EW (Extended Warranty) Plan covers any physical damage?

- a. Yes
- b. No, it covers only Manufacturing defects only.

Answer: b) No, it covers only Manufacturing defects only.

Employee 1 - Q19: Does Samsung Protect Max covers any kind of cosmetic Damages?

- a. Yes
- b. No

Answer: b) No

Employee 2 - Q10: What customer payment is typically needed for claim registration (when applicable)?

- a) Device invoice again

b) Processing/admin fee as per portal flow

c) Entire repair amount upfront

d) No fee for any claim

Answer: b) Processing/admin fee as per portal flow

Employee 2 - Q11: Where are ProtectMax repairs performed?

a) Any local shop

b) Authorized service centers with genuine parts

c) Customer's home only

d) Third-party refurb centers

Answer: b) Authorized service centers with genuine parts

Employee 2 - Q12: How is repair quality assured under ProtectMax?

a) Refurbished parts used

b) Authorized centers and genuine parts

c) Customer-choice parts

d) Exchange-only service

Answer: b) Authorized centers and genuine parts

Employee 2 - Q25: In carry-in without doorstep service (No OTD), what fee may apply?

a) Mandatory high fee

b) No processing fee case is possible

c) Full repair fee upfront

d) Insurance premium again

Answer: b) No processing fee case is possible

Employee 3 - Q10: What customer payment is typically needed for claim registration (when applicable)?

a) Device invoice again

b) Processing/admin fee as per portal flow

c) Entire repair amount upfront

d) No fee for any claim

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Answer: b) Authorized centers and genuine parts

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- a) Mandatory high fee
- b) No processing fee case is possible
- c) Full repair fee upfront
- d) Insurance premium again

Answer: b) No processing fee case is possible

Employee 4 - Q5: Samsung protect max provide pick up & drop service?

- a) Yes
- b) No

Answer: b) No

Employee 4 - Q6: Do Samsung protect max give replacement?

- a) Yes, for all damages
- b) Only if repair is not possible
- c) No replacement, only repairs
- d) Depends on store policy

Answer: c) No replacement, only repairs

Employee 4 - Q9: What type of repair service is offered under CPP?

- a) Local vendor repairs
- b) Authorized Samsung service using genuine parts
- c) Third-party repair
- d) Self-repair

Answer: b) Authorized Samsung service using genuine parts

Employee 4 - Q12: While raising claim do customer need to pay at the service?

a) Yes, one time deductible amount only

b) No, everything is free

Answer: a) Yes, one time deductible amount only

Employee 4 - Q13: How does Protect Max help in improving customer satisfaction?

a) By offering discounts

b) By providing hassle-free, genuine repairs

c) By replacing phones

d) By giving cashback

Answer: b) By providing hassle-free, genuine repairs

Employee 4 - Q14: When and where do customer need to pay on time deductible?

a) while claim registration

b) At the Samsung authorized service centre

c) Before plan purchase

Answer: b) While claim registration

Employee 5 - Q8: Are there any processing fees or co-pay for EW plans?

a. Yes

b. No

Answer: b) No

Employee 5 - Q9: Is cosmetic damage covered in SPM?

a. Yes

b. No

Answer: b) No

Employee 5 - Q11: Is the battery covered under SPM?

a. Yes

b. No

Answer: a) Yes

Employee 5 - Q13: If a customer buys SPM and if the mobile is dead or severely damaged, what is the condition by Samsung to repair the mobile?

- a. Invoice is needed for verification
- b. IMEI inside the mobile is needed for verification

Answer: b) IMEI inside the mobile is needed for verification

Employee 5 - Q15: Can a customer pay the claim amount by cash?

- a. Yes
- b. No

Answer: b) No

Employee 5 - Q17: What is the TAT for Zipcare Plan?

- a. 14 Days
- b. 3 Days

Answer: b) 3 Days

Employee 5 - Q19: Is negligence covered in SPM?

- a. Yes
- b. No

Answer: b) No

Employee 5 - Q20: How is the customer's claim approved?

- a. It has auto approval process
- b. Service center approves it

Answer: a) It has auto approval process

Employee 6 - Q2: The screen protection benefit under Protect Max is:

- a) Unlimited screen damage repairs
- b) One-time screen damage repair
- c) Screen replacement only after 2 damages
- d) Screen repair only within manufacturer warranty

Answer: a) Unlimited screen damage repairs

Employee 6 - Q7: If non-functional due to covered damage, the service type is:

- a) Repair or replacement at Zopper's discretion
- b) Customer choice
- c) Cash refund
- d) Exchange with any model

Answer: a) Repair or replacement at Zopper's discretion

Employee 6 - Q10: Customer's data risk during repair:

- a) Zopper guarantees full data recovery
- b) Data privacy is fully the customer's responsibility
- c) Data loss is compensated
- d) Customer cannot submit device without backup

Answer: b) Data privacy is fully the customer's responsibility

Employee 6 - Q12: If device is replaced under manufacturer warranty:

- a) Plan continues with replacement device
- b) Plan becomes void unless transferred as per rules
- c) Customer must buy a new plan
- d) Coverage doubles

Answer: b) Plan becomes void unless transferred as per rules

Employee 6 - Q13: Minor dents that do not affect functionality are:

- a) Fully covered
- b) Not covered
- c) Covered only once
- d) Covered with extra deductible

Answer: b) Not covered

Employee 6 - Q18: Manufacturer defect within warranty will be handled by:

- a) Zopper only
- b) Samsung under its standard warranty
- c) Third-party vendor only
- d) Retailer

Answer: b) Samsung under its standard warranty

Employee 6 - Q20: Deductible (OTD) must be paid:

- a) Only after repair
- b) Before claim request
- c) As per slab equivalent to INR amount in local currency
- d) Only if customer requests replacement

Answer: c) As per slab equivalent to INR amount in local currency

Employee 6 - Q21: Where are repairs done?

- a) Only local mobile shop
- b) Samsung Authorized Service Centres
- c) Any online repair workshop
- d) Retailer

Answer: b) Samsung Authorized Service Centres

Employee 6 - Q22: How many screen replacements under SP Plan?

- a) None
- b) Only 1
- c) 2
- d) Unlimited

Answer: d) Unlimited

Employee 6 - Q26: The final decision on repair or replacement is made by:

- a) Customer
- b) Samsung
- c) Zopper
- d) Retailer

Answer: c) Zopper

Employee 6 - Q33: Preventive maintenance cost is:

- a) Covered
- b) Not covered
- c) Partially covered
- d) Covered once per year

Answer: b) Not covered

Employee 6 - Q35: Unauthorized modifications:

- a) Are fully covered
- b) Void the coverage
- c) Covered only once
- d) Covered only for water damage

Answer: b) Void the coverage

Employee 6 - Q37: Determination of repair value and parts:

- a) Customer choice
- b) Zopper and authorized service center
- c) Local repair shop
- d) Retailer

Answer: b) Zopper and authorized service center

Employee 6 - Q38: Cosmetic damage coverage:

- a) Fully covered
- b) Covered with a deductible
- c) Not covered
- d) Covered only if screen

Answer: c) Not covered

Employee 6 - Q41: What is mandatory for plan activation?

- a) A working condition check by Zopper
- b) Accessory inspection
- c) Customer questionnaire
- d) No verification needed

Answer: a) A working condition check by Zopper

Employee 6 - Q42: Who performs diagnostics during claims?

- a) Samsung authorized service centers
- b) Any local technician
- c) Retail store staff
- d) Customer apps only

Answer: a) Samsung authorized service centers

Employee 6 - Q43: If invoice has wrong IMEI number:

- a) Claim still valid
- b) Plan benefits can be denied
- c) Customer receives full refund
- d) Service center corrects it automatically

Answer: b) Plan benefits can be denied

Employee 6 - Q44: How many times can a customer claim ADLD service?

- a) Unlimited
- b) One time

c) One time for screen + one time ADLD

d) Depends on model

Answer: a) Unlimited

Employee 6 - Q47: Who pays the deductible?

a) Retailer

b) Samsung

c) Customer

d) Split equally

Answer: c) Customer

Employee 6 - Q49: Device used in business/commercial environment is:

a) Not allowed under coverage

b) Covered normally

c) Covered only for liquid damage

d) Warranty automatically extends

Answer: a) Not allowed under coverage

Employee 6 - Q50: Lost or stolen device claim:

a) Covered

b) Not covered

c) Covered only with FIR

d) Covered after 60 days

Answer: b) Not covered

Employee 6 - Q51: Charges for pickup/drop during repair:

a) Customer must pay

b) Retailer pays

c) Included in plan as per Zopper discretion

d) Always chargeable

Answer: c) Included in plan as per Zopper discretion

Employee 7 - Q9: Who performs the repair under Samsung Protect Max?

A) Any third-party vendor

B) Authorized Samsung Service Center

C) Local repair technician

D) Dealer's choice

Answer: B) Authorized Samsung Service Center

Employee 7 - Q10: How many ADLD claims can be availed during the plan period?

- A) 1
- B) 2
- C) Unlimited
- D) Depends on device price

Answer: C) Unlimited

Employee 9 - Q3: Is there a deductible or service fee while claiming under Samsung ProtectMax?

- A) No, there is no deductible or service fee
- B) Yes, 10% of repair cost
- C) Yes, depending on the device category
- D) Yes, 5% of device value

Answer: C) Yes, depending on the device category

Employee 9 - Q12: Where are Samsung ProtectMax service repairs typically carried out?

- A) Any local repair shop
- B) Samsung authorized service centers
- C) At customer's home
- D) At the retailer's service desk

Answer: B) Samsung authorized service centers

Employee 9 - Q16: What should customers do if their device is damaged by liquid?

- A) Continue using it
- B) Dry it at home
- C) Immediately visit an authorized service center
- D) Wait for 24 hours

Answer: C) Immediately visit an authorized service center

Employee 9 - Q25: How long does claim processing typically take?

- A) 1–2 hours
- B) 3–5 working days
- C) 7–10 working days
- D) 15–20 days

Answer: B) 3–5 working days

Employee 10 - Q13: How would you explain the "processing fee" to a customer to avoid confusion later?

- A) Small fee charged per repair; varies by phone category.
- B) Fee only applies for the first claim.
- C) Fee is optional if the customer requests.
- D) Fee covers warranty extensions.

Answer: A) Small fee charged per repair; varies by phone category.

Employee 10 - Q16: A customer wants to know if screen cracks are covered. How would you clarify using plan terminology?

- A) Only scratches are covered.
- B) No physical damage is covered.
- C) Yes— accidental physical damage like screen cracks is included.
- D) Only water damage is covered.

Answer: C) Yes— accidental physical damage like screen cracks is included.

Employee 10 - Q17: If a device fails due to manufacturing fault, should the plan or the warranty be used first?

- A) Warranty should be used first; plan covers accidental/liquid damage.
- B) Plan should be used first; warranty is optional.
- C) Either can be used interchangeably.
- D) Warranty only if phone is older than 6 months.

Answer: A) Warranty should be used first; plan covers accidental/liquid damage.

Employee 10 - Q18: A customer says, "I dropped my phone; only the camera glass broke." Does the plan cover this?

- A) No, camera glass is excluded.
- B) Yes, it counts as accidental physical damage.
- C) Only if entire camera module is broken.
- D) No, only screen damage is covered.

Answer: B) Yes, it counts as accidental physical damage.

Employee 10 - Q29: Is a processing fee charged for every claim?

- A) No
- B) Yes
- C) Only for the first claim

D) Only for liquid damage claims

Answer: B) Yes

Category 7: Global Coverage

Employee 1 - Q5: Approximately how many countries are available under Global Coverage option in Samsung Protect Max Plan?

a. 36

b. 54

c. 124

d. 198

Answer: b) 54

Employee 2 - Q13: What does global coverage signify?

a) Claims valid only in the purchase city

b) Coverage recognized as per Samsung T&Cs across listed countries

c) Only software support abroad

d) Replacement only outside India

Answer: b) Coverage recognized as per Samsung T&Cs across listed countries

Employee 2 - Q14: Which is true about using the plan during overseas travel?

a) Not allowed

b) Allowed per Samsung's country list and T&Cs

c) Allowed only for screen damage

d) Allowed but with depreciation

Answer: b) Allowed per Samsung's country list and T&Cs

Employee 3 - Q13: What does global coverage signify?

a) Claims valid only in the purchase city

b) Coverage recognized as per Samsung T&Cs across listed countries

c) Only software support abroad

d) Replacement only outside India

Answer: b) Coverage recognized as per Samsung T&Cs across listed countries

Employee 3 - Q14: Which is true about using the plan during overseas travel?

a) Not allowed

b) Allowed per Samsung's country list and T&Cs

c) Allowed only for screen damage

d) Allowed but with depreciation

Answer: b) Allowed per Samsung's country list and T&Cs

Employee 4 - Q16: What kind of coverage does CPP offer when traveling abroad?

a) None

b) Global coverage

Answer: b) Global coverage

Employee 5 - Q12: If a customer buys SPM and if the mobile is dead or severely damaged, what is the condition by Samsung to repair the mobile?

a. Invoice is needed for verification

b. IMEI inside the mobile is needed for verification

Answer: b) IMEI inside the mobile is needed for verification

Employee 6 - Q34: Protection for international travel:

a) Not covered

b) Covered only for air travel damages

c) Covered but device must come back to India for repair

d) Covered by foreign service centers

Answer: c) Covered but device must come back to India for repair

Employee 9 - Q13: Does Samsung ProtectMax cover worldwide or only country specific?

A) Worldwide (50 plus countries)

B) Only in country of purchase

C) Only in Asia

D) Only in Samsung exclusive stores

Answer: A) Worldwide (50 plus countries)

Employee 9 - Q23: What is the process if a device needs to be repaired in a different city?

A) Claim can be raised and repaired at any authorized Samsung center near by

B) Claim must be raised at the original purchase store

C) Not possible to repair elsewhere

D) Customer must courier the device

Answer: A) Claim can be raised and repaired at any authorized Samsung center near by

Employee 11 - Q5: What is the main benefit of the Global Coverage feature of Samsung Protect Max?

- a) It only covers accidental damage claims.
- b) It covers the device for damages occurring anywhere in the world.
- c) It only covers manufacturing defects.

Answer: b) It covers the device for damages occurring anywhere in the world.

Category 8: Incentives & Schemes

Employee 4 - Q20: What is the minimum gate requirement to qualify for the regular incentive scheme?

- a) Minimum 10 units
- b) Minimum 3 units
- c) Minimum 6 units

Answer: b) Minimum 3 units

Employee 4 - Q21: If a Foldable 7 Series SEC achieves "e 2 5 Attach, what is the incentive per unit?

Answer: 1 1 1 0 per unit

Employee 4 - Q22: The additional incentive scheme applies to which Samsung series?

Answer: Foldable 7 (FF7) & S25 Series

Employee 5 - Q7: How much base incentive can you earn by selling a SPM plan on Fold7 & S25 Ultra?

- a) 500
- b) 400
- c) 1000

Answer: c) 1000

Employee 11 - Q26: How was the Spot Incentive Scheme (immediate reward on sale) for Samsung Protect Max during the last major festival season?

- a) Poor (too little or no scheme)
- b) Moderate (acceptable scheme)
- c) Excellent (highly motivating)

Answer: [Feedback question - no fixed answer]

Employee 11 - Q28: How satisfied are you with the timeliness of your regular Samsung Protect Max commission/incentive payout?

- a) Often delayed
- b) Sometimes delayed
- c) Always on time

Answer: [Feedback question - no fixed answer]

Category 9: Employee Support & Training

Employee 1 - Q11: If customer is facing any challenge in service center or SEC have any query, who will be your POC (Point of Contact) Person, please mention the Name?

Answer: Ranjan Pandey

Employee 1 - Q13: Does customer has to bear any DBD (Deferred Balance Due) charges if customer takes Samsung Protect Max Plan under Finance options, please mention Financer name in case charges are being taken?

Answer: Except TVS Credit no other financer charges DBD from the customer.

Employee 1 - Q20: Please mention the major challenges faced by you while pitching the plan to the customers?

Answer: [Open-ended feedback question]

Employee 4 - Q10: Samsung protect max can be added through finance?

- a) Yes
- b) No

Answer: a) Yes

Employee 6 - Q39: Whom should store employees contact for customer support?

- a) Store manager
- b) Samsung Customer Service support
- c) Zopper CEO directly
- d) Local repair shop

Answer: b) Samsung Customer Service support

Employee 6 - Q40: Samsung Customer Service number:

- a) 18002021234
- b) 1002001234
- c) 18005001234
- d) 19002021234

Answer: a) 18002021234

Employee 6 - Q46: Communication about plan terms to customer is:

- a) Optional
- b) Mandatory for transparency
- c) Not allowed
- d) Service center job

Answer: b) Mandatory for transparency

Employee 6 - Q48: Plan sales outside permitted channels are:

- a) Allowed
- b) Not allowed / Prohibited
- c) Allowed if customer insists
- d) Allowed only for tablets

Answer: b) Not allowed / Prohibited

Employee 10 - Q20: How would you handle a customer accusing the store of hiding plan limitations?

- A) Apologize and refund immediately
- B) Stay calm, show brochure or official terms, clarify politely
- C) Escalate to higher management only
- D) Deny any limitations exist

Answer: B) Stay calm, show brochure or official terms, clarify politely

Employee 10 - Q33: Customer bought plan online — can they still visit the store for assistance?

- A) No, must handle everything online
- B) Yes, store can guide but claim processed via Samsung/Zopper
- C) Only if phone is registered in-store
- D) Only for first-time claims

Answer: B) Yes, store can guide but claim processed via Samsung/Zopper

Employee 10 - Q40: Another employee gives wrong plan info. How do you correct them?

- A) Ignore it
- B) Correct politely using official policy documents
- C) Report immediately to manager
- D) Tell customer instead

Answer: B) Correct politely using official policy documents

Employee 11 - Q27: How would you rate the support and responsiveness of your Zopper Relationship Manager (RM) for Samsung Protect Max?

- a) Very poor and unsupportive
- b) Average/Acceptable
- c) Excellent and always available

Answer: [Feedback question - no fixed answer]

Employee 11 - Q29: How would you rate the quality of training provided to you on the new features and plans of Samsung Protect Max?

- a) Insufficient/Poor
- b) Adequate/Good

c) Excellent/Detailed

Answer: [Feedback question - no fixed answer]

Employee 11 - Q30: How easy is it to get clarity on a complex customer query related to a claim exclusion for Samsung Protect Max?

a) Very difficult

b) Takes some effort

c) Very easy with RM support

Answer: [Feedback question - no fixed answer]

Category 10: Sales Strategy & Customer Understanding

Employee 1 - Q14: Does SP (Screen Protect) Plan covers the outer frame or the Backside glass panel of the phone?

a) Yes

b) No

Answer: b) No

Employee 1 - Q15: Mention one major benefit of COMBO or CPP (Comprehensive Protection Plan) against an ADLD (Accidental Damage Plan)?

Answer: A COMBO Plan comes with 2 years of ADLD cover plus 1 year of additional EW coverage.

Employee 1 - Q17: Write the Four Major Benefits that customer gets if he/she buys a Samsung Protect Max Plan?

Answer:

Unlimited Claims (* with each claim up-to invoice value)

Global Coverage

No Depreciation

No BER condition

Employee 4 - Q25: Do the customer receive any confirmation for Samsung protect max purchase?

a) Yes, via email/SMS

b) No

Answer: a) Yes, via email/SMS

Employee 10 - Q4: A customer's name is on the invoice, but their father uses the phone. Will the plan still cover the father?

A) Yes, coverage extends to spouse, children, and parents

B) Yes, but only if father's name is added later

C) No, unless a transfer fee is paid

D) No, coverage is only for the buyer

Answer: A) Yes, coverage extends to spouse, children, and parents

Employee 10 - Q5: A company buys 50 phones and 50 plans for staff. Who will be treated as the "Customer" for claim purposes?

A) The plan provider, Zopper

B) Only the store where it was purchased

C) The company or its authorised representative/employee

D) Any employee who uses the phone

Answer: C) The company or its authorised representative/employee

Employee 10 - Q10: If a customer upgrades their phone after six months, can the plan be transferred?

A) Only if the new device is Samsung

B) Yes, the plan moves to the new device automatically

C) No, the plan stays linked to the registered device

D) Yes, only once per customer

Answer: C) No, the plan stays linked to the registered device

Employee 10 - Q11: You're trying to convince a hesitant customer. What's the strongest difference between this plan and a normal warranty?

A) Warranty covers accidental damage; plan covers only manufacturing faults

B) Warranty covers manufacturing faults; plan covers accidental and liquid damage

C) Warranty and plan both cover the same issues

D) Plan covers theft; warranty covers water damage

Answer: B) Warranty covers manufacturing faults; plan covers accidental and liquid damage

Employee 10 - Q21: Who officially offers the plan?

A) Samsung India Electronics Pvt. Ltd.

B) Zopper (Solvay Tech Solutions Pvt. Ltd.)

C) Any authorized store

D) My Galaxy App

Answer: B) Zopper (Solvay Tech Solutions Pvt. Ltd.)

Employee 10 - Q30: Who else can use the phone under the same plan apart from the buyer?

A) Only spouse

B) Spouse, children, or parents

C) Any friend of the buyer

D) Only business employees

Answer: B) Spouse, children, or parents

Employee 10 - Q34: Parent buying a phone for child worries coverage. What do you say?

- A) Coverage applies only to the buyer
- B) Children are covered under family provision
- C) Only spouse can use phone
- D) Child needs separate plan

Answer: B) Children are covered under family provision

Employee 10 - Q35: Explain "Registered Device" to a confused customer.

- A) Device enrolled under plan within valid time frame
- B) Any phone the customer owns
- C) Only Fold/Flip phones
- D) Phone purchased from Zopper only

Answer: A) Device enrolled under plan within valid time frame

Employee 10 - Q37: How do you explain "Plan Term" to someone who thinks it means EMI period?

- A) 1-year coverage, not payment period
- B) Number of claims allowed
- C) Time to repair phone
- D) Warranty period

Answer: A) 1-year coverage, not payment period

Employee 10 - Q38: Business customer buys phone for employee — what proof is needed for a claim?

- A) Employee's personal email
- B) Proof of employment/authorization from company
- C) Phone receipt only
- D) Verbal confirmation

Answer: B) Proof of employment/authorization from company

Employee 10 - Q44: Customer's spouse uses the registered device and damages it. Claim?

- A) Denied — only buyer covered
- B) Covered — family members included
- C) Covered only if spouse's name added later
- D) Partially covered

Answer: B) Covered — family members included

Employee 11 - Q1: In which types of modern trade stores do you primarily sell Samsung Protect Max?

- a) Croma and Reliance Digital
- b) Croma and Vijay Sales

c) Amazon and Flipkart

Answer: [Feedback question - varies by employee location]

Employee 11 - Q2: Which company is Samsung's official partner for the Samsung Protect Max program?

- a) Servify
- b) CPP Group
- c) Zopper

Answer: c) Zopper

Employee 11 - Q9: Which plan under Samsung Protect Max do you find the easiest to sell to a customer?

- a) ADLD
- b) Screen Protection
- c) COMBO

Answer: [Feedback question - no fixed answer]

Employee 11 - Q10: Which plan under Samsung Protect Max do you find the most difficult to sell due to its comprehensive nature or price?

- a) Extended Warranty
- b) Screen Protection
- c) COMBO

Answer: [Feedback question - no fixed answer]

Employee 11 - Q11: The Extended Warranty plan of Samsung Protect Max primarily covers issues that occur after the expiry of which period?

- a) Return Period
- b) Standard Service Period
- c) Manufacturer's Standard Warranty

Answer: c) Manufacturer's Standard Warranty

Employee 11 - Q12: How effective are you in clearly explaining the difference between the ADLD and the Extended Warranty plans of Samsung Protect Max?

- a) Not very effective
- b) Moderately effective
- c) Highly effective

Answer: [Feedback question - no fixed answer]

Employee 11 - Q13: What percentage of your customers specifically request a protection plan that only covers the Screen Protection?

- a) Less than 25%
- b) 25% - 50%

c) More than 50%

Answer: [Feedback question - no fixed answer]

Employee 11 - Q14: In which series of Samsung models do you find that Samsung Protect Max sells the most?

- a) A series
- b) S series
- c) Fold / Flip series

Answer: [Feedback question - no fixed answer]

Employee 11 - Q15: Compared to competitor warranty programs, how do you rate the pricing of the COMBO plan of Samsung Protect Max?

- a) Very Expensive
- b) Competitive
- c) Affordable

Answer: [Feedback question - no fixed answer]

Employee 11 - Q16: How often do customers ask you for more details about the Unlimited Claims feature of Samsung Protect Max?

- a) Rarely
- b) Sometimes
- c) Frequently

Answer: [Feedback question - no fixed answer]

Employee 11 - Q17: Which type of damage claim is the ADLD plan of Samsung Protect Max most commonly used for?

- a) Internal software failure
- b) Screen/Body damage due to accidental drop
- c) Manufacturing defects

Answer: b) Screen/Body damage due to accidental drop

Employee 11 - Q18: How effective is the benefit of No Depreciation Charges as a sales closing tool for Samsung Protect Max?

- a) Not a strong selling point
- b) Moderately strong
- c) Very strong selling point

Answer: [Feedback question - no fixed answer]

Employee 11 - Q19: What is your feedback on the amount of the One-Time Deductible Charges (or processing fee) a customer pays during a Samsung Protect Max claim?

- a) Too High, customers complain
- b) Reasonable and acceptable

c) Should be lower or eliminated

Answer: [Feedback question - no fixed answer]

Employee 11 - Q20: How would you rate the clarity of the Samsung Protect Max enrollment and activation process (paperwork/digital process)?

a) Complicated and time-consuming

b) Average

c) Smooth and quick

Answer: [Feedback question - no fixed answer]

Employee 11 - Q21: How satisfied are customers with the claim resolution time (time from filing to device repair/return) for Samsung Protect Max?

a) Very slow and frustrating

b) Average (few days)

c) Fast and efficient

Answer: [Feedback question - no fixed answer]

Employee 11 - Q22: How often do you face issues with the Samsung Protect Max enrollment system being offline or slow at the time of sale?

a) Rarely (less than once a month)

b) Occasionally (2-3 times a month)

c) Frequently (weekly or daily)

Answer: [Feedback question - no fixed answer]

Employee 11 - Q23: How clear is the final documentation provided to the customer after they purchase Samsung Protect Max?

a) Very confusing

b) Needs some improvements

c) Very clear and easy to understand

Answer: [Feedback question - no fixed answer]

Employee 11 - Q24: What is the most common reason for a customer to decline purchasing Samsung Protect Max?

a) Lack of trust in the warranty partner

b) The perceived high cost of the plan

c) They already have insurance/protection

Answer: [Feedback question - no fixed answer]

Employee 11 - Q25: How easy is it to process a repair claim for a customer who is utilizing the Global Coverage feature of Samsung Protect Max?

a) Very complex, needs a lot of documentation

b) Moderately easy

c) Seamless and simple

Answer: [Feedback question - no fixed answer]

Employee 11 - Q31: Overall, how would you rate Samsung Protect Max as a product compared to other protection plans in the market?

- a) Poor
- b) Good
- c) Excellent

Answer: [Feedback question - no fixed answer]

Employee 9 - Q5: Can Samsung ProtectMax plans be renewed after expiry?

- A) No, they cannot be renewed
- B) Yes, within 7 days of expiry
- C) Yes, for one additional year
- D) Yes, by paying 20% extra

Answer: A) No, they cannot be renewed

Employee 9 - Q6: What are the key benefits of purchasing Samsung ProtectMax at the time of device purchase?

- A) Unlimited Claims with Zero Depreciation
- B) Easy EMI options
- C) Extended warranty automatically included in Combo Plans
- D) All of the above

Answer: D) All of the above

Employee 9 - Q17: What are customers advised to do immediately after noticing a defect?

- A) Wait for the issue to worsen
- B) Self-repair
- C) Report it immediately to Samsung
- D) Contact retailer

Answer: C) Report it immediately to Samsung

Employee 9 - Q21: What should field staff educate customers about Samsung ProtectMax?

- A) Plan benefits, One time deductible, claim process, and exclusions
- B) Only pricing
- C) Only EMI options
- D) Only extended warranty details

Answer: A) Plan benefits, One time deductible, claim process, and exclusions

Employee 9 - Q22: What is the difference between Croma VAS and ProtectMax plans?

- A) ProtectMax is Samsung's own brand service, Croma VAS is store-based
- B) ProtectMax provides Unlimited Claims with reaching Invoice value each time, Croma VAS

Unlimited Claims with reaching Invoice value only once

C) Option A & B

D) ProtectMax covers theft while Croma VAS doesn't

Answer: C) Option A & B

Employee 9 - Q28: Can the ProtectMax plan be purchased via EMI?

A) No

B) Yes

Answer: B) Yes

Employee 9 - Q30: How can field staff assist in educating customers on ProtectMax plan terms and conditions?

A) By explaining benefits, coverage, claim steps, and exclusions clearly

B) By offering discounts

C) By giving free accessories

D) By skipping plan details

Answer: A) By explaining benefits, coverage, claim steps, and exclusions clearly

Employee 4 - Q19: A customer's Samsung phone fell in water and stopped working is it covered in Samsung protect max plan?

a) Yes

b) No

Answer: a) Yes