

Samsung Care+ Protect Max — Employee Assessment (Advanced Level)

ADLD Questions only

📍 Section A: Situation-Based (Customer Scenarios)

1. 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? (1 mark)

- 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 7 days
- D) Yes, if they show proof of damage.

Answer: C

2. A Fold phone customer comes on Day 8 after purchase to buy the plan. How do you respond? (1 mark)

- A) Eligible with late purchase fees.
- B) Accept only if diagnostics are done immediately.
- C) Not eligible — Fold/Flip models must buy within 7 days.
- D) Accept the purchase — Fold phones have 30 days to buy.

Answer: C

3. A customer's name is on the invoice, but their father uses the phone. Will the plan still cover the father? (1 mark)

- 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

4. A company buys 50 phones and 50 plans for staff. Who will be treated as the "Customer" for claim purposes? (1 mark)

- 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

5. A buyer lost the phone invoice but has the plan confirmation email. What will you advise before they raise a claim? (1 mark)

- 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: C

6. A customer's phone was damaged on the same day as buying it and the plan. Can they raise a claim immediately? (1 mark)

- A) Yes, damage after plan activation is covered.
- B) No, because the plan starts 7 days later.
- C) Yes, but only for manufacturing defects.
- D) No, because claims before diagnostics are invalid.

Answer: A

7. If a customer upgrades their phone after six months, can the plan be transferred? (1 mark)

- 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

 **Section B: Application-Based (Decision & Policy Use)**

11. You're trying to convince a hesitant customer. What's the strongest difference between this plan and a normal warranty? (1 mark)

- 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

12. If a customer made three damage claims in one year, can they still make a fourth? What's the condition? (1 mark)

- 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

13. How would you explain the “processing fee” to a customer to avoid confusion later? (1 mark)

- 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

14. A customer says, “I’ll buy the plan next week.” What persuasive yet honest point can you make? (1 mark)

- A) Encourage immediate purchase — must be bought within 7 days
- B) Accept later purchase with penalty.
- C) Advise buying next month for better coverage.
- D) Suggest buying another phone instead.

 **Answer:** A

16. A customer wants to know if screen cracks are covered. How would you clarify using plan terminology? (1 mark)

- 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

17. If a device fails due to manufacturing fault, should the plan or the warranty be used first? (1 mark)

- 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

18. A customer says, “I dropped my phone; only the camera glass broke.” Does the plan cover this? (1 mark)

- 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

19. A buyer got the phone through a gift from a friend. Can they still buy the plan in

their own name? (1 mark)

- 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**

20. How would you handle a customer accusing the store of hiding plan limitations? (1 mark)

- 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**

Section C: Knowledge-Based (Plan Details)

22. How long does the plan last from activation? (1 mark)

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

 **Answer: C**

23. Within how many days must a customer buy the plan after phone purchase? (1 mark)

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

 **Answer: B**

26. Can the plan be purchased for non-Samsung phones? (1 mark)

- 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**

27. How many total repair claims can a customer make in one year? (1 mark)

- A) 1
- B) 3

C) Unlimited within invoice value limit

D) 5

Answer: C

28. What is the maximum claim value? (1 mark)

A) Half of invoice value

B) Unlimited claims with each claim upto invoice value of the phone

C) No limit

D) Only for screen repairs

Answer: B

29. Is a processing fee charged for every claim? (1 mark)

A) No

B) Yes

C) Only for the first claim

D) Only for liquid damage claims

Answer: B

30. Who else can use the phone under the same plan apart from the buyer? (1 mark)

A) Only spouse

B) Spouse, children, or parents

C) Any friend of the buyer

D) Only business employees

Answer: B

Section D: Real-World Scenarios (Applied Skills)

31. A customer claims their phone fell in a pool and stopped working. What 3 questions should you ask before directing them to service? (1 mark)

A) Was the plan active? When did damage happen?

B) What colour is the phone? When purchased? Who gifted it?

C) Did they buy insurance? Did they drop it before purchase? What is the IMEI?

D) Is it Fold/Flip? Warranty status? Store location?

Answer: A

32. Unsure if a customer's plan is active. How do you confirm? (1 mark)

A) Only Check confirmation email /Whatsapp / SMS received by Customer

B) Only Check with Samsung Care+ Call Center team

C) Only ask Zopper POC to confirm

D) Confirmation of the plan activation can be obtained by using all of the mechanisms mentioned in A , B and C

D) Answer: D

34. Parent buying a phone for child but worries about coverage. What do you say? (1 mark)

- 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**

35. Explain “Registered Device” to a confused customer. (1 mark)

- 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**

37. How do you explain “Plan Term” to someone who thinks it means EMI period? (1 mark)

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

 **Answer: A**

39. Customer thinks “unlimited claims” means “free repairs every time.” What do you say? (1 mark)

- 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**

40. Another employee gives wrong plan info. How do you correct them? (1 mark)

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

 **Answer: B**

 **Section E: Advanced Scenario Application**

41. A customer’s plan activation is pending; phone gets water damage. What

happens? (1 mark)

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

 Answer: A

42. Fold phone purchased 2 days ago, plan purchased on same day. Claim for screen crack today — is it valid? (1 mark)

- 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

44. Customer's spouse uses the registered device and damages it. Claim? (1 mark)

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

 Answer: B

45. Customer asks if refurbished phones can have the plan. (1 mark)

- 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

47. How is invoice value related to claims? (1 mark)

- 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

48. Plan purchased on same day as phone — when does coverage start? (1 mark)

- A) Day of purchase/activation
- B) Next day
- C) After diagnostics only

D) After one week

Answer: A

50. Employee asks if unlimited claims mean multiple free repairs. How to answer? (1 mark)

- 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



Samsung ProtectMax Game –

Play. Learn. Win Incentives.

◆ SECTION A – ADLD Plan Challenge! (Accidental & Liquid Damage)

1The ADLD Plan covers:

- A. Accidental Damage
- B. Liquid Damage
- C. Theft
- D. Software Issues

2Plan validity?

- A. 6 months
- B. 1 year
- C. 2 years

3Plan must be bought within ____ days of phone purchase.

- A. 7 days
- B. 14 days
- C. 30 days

4How many claims are allowed?

- A. 1
- B. 2
- C. Unlimited

5Theft is covered under ADLD.

- A. True
- B. False

6 IMEI mismatch in claim will imply →

- A. Processed
- B. Rejected

7 Who provides claim support?

- A. Retailer only
- B. Samsung Service + Zopper
- C. Customer

8 Claim to be raised within how many days of damage?

- A. 48 hrs
- B. 7 days
- C. 10 days

9 Customer spills coffee on phone ☕ — covered?

- A. Yes
- B. No

10 Customer drops phone intentionally 😞 — covered?

- A. Yes
- B. No

11 Device stolen after damage — claim valid?

- A. Yes
- B. No

12 Phone dropped in water 💧 — covered?

- A. Yes
- B. No

13 IMEI sticker missing — claim valid?

- A. Yes
- B. No

14 Customer reports after 10 days — valid?

- A. Yes
- B. No

15 Damage in earthquake 🌏 — covered?

- A. Yes
- B. No

16 Plan bought after 20 days — eligible?

- A. Yes
- B. No

17 Liquid + accidental damage same time — covered?

- A. Yes
- B. No

18 Customer repairs locally before claim — valid?

- A. Yes
- B. No

19 Who is eligible to raise claim?

- A. Customer with invoice
- B. Any Samsung user
- C. Retailer

20 ADLD covers:

- A. Physical & Liquid damage
- B. Theft
- C. Data loss

ADLD Answer Key

1A & B **2**B **3**B **4**A **5**B **6**B **7**B **8**B **9**A **10**B
11B **12**A **13**B **14**B **15**B **16**B **17**A **18**B **19**A **20**A

 *Score yourself out of 200!*

Post your score with  emoji if you crossed 150+!

◆ **SECTION B – Screen Protection (SP) Game**

1 SP covers which damage?

- A. Cracked screen
- B. Liquid damage
- C. Theft

2 Plan term?

- A. 6 months
- B. 1 year
- C. 2 years

3 Claims allowed?

- A. 1
- B. 2
- C. Unlimited

4) Can be bought within:

- A. 7 days
- B. 14 days
- C. 30 days

5) Cosmetic scratches covered?

- A. Yes
- B. No

6) Proof needed?

- A. Invoice + IMEI
- B. Photo only

7) Repairs done by:

- A. Authorized center
- B. Local shop

8) Processing fee depends on:

- A. Phone category
- B. Claim type

9) Customer drops phone → screen cracked. Covered?

- A. Yes
- B. No

10) Water damage + broken screen. Covered?

- A. Yes
- B. No

11) Display lines (manufacturing defect). Covered?

- A. Yes
- B. No

12) Claim after 10 days. Valid?

- A. Yes
- B. No

13) Local repair before claim. Valid?

- A. Yes
- B. No

14) Display damaged in flood. Covered?

- A. Yes
- B. No

15 Only scratches. Claim valid?

- A. Yes
- B. No

16 IMEI unreadable. Claim valid?

- A. Yes
- B. No

17 Customer claims same day.

- A. Valid
- B. Invalid

18 Cracked screen + frame dent.

- A. Screen only covered
- B. Both covered

19 Customer drops phone twice.

- A. Covered both times
- B. Only 1 claim allowed

20 SP covers accidental breakage of display due to:

- A. Fall
- B. Water
- C. Theft

SP Answer Key

**1A 2B 3A 4B 5B 6A 7A 8A 9A 10B
11B 12B 13B 14B 15B 16B 17A 18A 19B 20A**

◆ SECTION C – Extended Warranty (EW) Challenge

1 EW starts after brand warranty ends.

- A. True
- B. False

2 Covers:

- A. Manufacturing defects
- B. Accidental damage
- C. Water damage

3 Purchase window:

- A. 30 days
- B. 90 days
- C. 180 days

4 Battery issue covered?

- A. Yes
- B. No

5 Liquid damage covered?

- A. Yes
- B. No

6 Unlimited repairs?

- A. Yes
- B. No

7 Accessories covered?

- A. Yes
- B. No

8 Proof required?

- A. Invoice + IMEI
- B. None

9 Software bug covered?

- A. Yes
- B. No

10 Who manages claims?

- A. Zopper
- B. Samsung
- C. Both

11 Motherboard failure after 13 months.

- A. Covered
- B. Not covered

12 Screen crack after 1.5 years.

- A. Covered
- B. Not covered

13 Flood damage.

- A. Covered
- B. Not covered

14 Power button stuck after 14 months.

- A. Covered
- B. Not covered

15 Software crash due to update.

- A. Covered
- B. Not covered

16 Used local charger → defect.

- A. Covered
- B. Not covered

17 Heating issue after warranty ends.

- A. Covered
- B. Not covered

18 Lost invoice.

- A. Claim valid
- B. Rejected

19 Brand replaces device under warranty. Old plan continues?

- A. Yes
- B. No

20 EW term usually adds:

- A. 1 year
- B. 2 years

EW Answer Key

**1A 2A 3C 4A 5B 6B 7B 8A 9B 10C
11A 12B 13B 14A 15B 16B 17A 18B 19B 20A**

◆ SECTION D – Combo Plan Challenge

1 Combo =

- A. ADLD + EW
- B. SP only
- C. Theft only

2 Validity:

- A. 2Y ADLD + 1Y EW
- B. 1Y only

3 Claim limit ADLD part:

- A. 1
- B. 2

4 EW starts:

- A. After brand warranty
- B. Immediately

5 Buy window:

- A. 7 days
- B. 14 days
- C. 30 days

6 Covers theft?

- A. Yes
- B. No

7 Refurb devices eligible?

- A. Yes
- B. No

8 Coverage global?

- A. Yes
- B. No

9 Plan bought after 20 days → eligible?

- A. Yes
- B. No

10 Firework damage  → covered?

- A. Yes
- B. No

11 Unauthorized repair → claim valid?

- A. Yes
- B. No

12 Damage in 1st year by fall.

- A. Covered (ADLD)
- B. Not covered

13 Device fails after 15 months.

- A. Covered (EW)
- B. Not covered

14 Device stolen after accident.

- A. Covered
- B. Not covered

15 IMEI mismatch.

- A. Valid
- B. Invalid

16 Replacement phone given by brand → old plan valid?

- A. Yes
- B. No

17 Combo offers how many benefits?

- A. 2
- B. 3
- C. 4

18 Customer delays claim by 10 days.

- A. Valid
- B. Late

19 Combo plan protects against:

- A. Damage + defect
- B. Theft
- C. Data loss

20 Zopper + Samsung manage this jointly.

- A. True
- B. False

Combo Answer Key

**1A 2A 3A 4A 5B 6B 7B 8B 9B 10B
11B 12A 13A 14B 15B 16B 17A 18B 19A 20A**

Scoring Time!

- 160–200 →  *ProtectMax Master!*

- 120–159 → 🎉 *ProtectMax Pro*
- Below 120 → 💬 *Try Again – Almost There!*