

Category 1 :Samsung Protect Max – MTQ (Plan Types & Coverage Basics)

Q1. What best describes Samsung Protect Max?

- A. A theft and loss insurance plan
- B. A basic warranty extension
- C. A comprehensive protection plan with accidental & functional damage coverage
- D. An accessories-only protection plan

 **Correct Answer: C**

Q2. When does Samsung Protect Max coverage begin?

- A. Immediately on device purchase
- B. After 15 days
- C. After 30 days cooling period from plan purchase
- D. After first claim

 **Correct Answer: A**

Q3. How many claims can a customer raise under Samsung Protect Max?

- A. Only 1 claim
- B. Maximum 2 claims
- C. Limited claims based on invoice value
- D. Unlimited claims during the tenure

 **Correct Answer: D**

Q4. Is there any invoice value capping under Samsung Protect Max?

- A. Yes, capped at 50% of invoice value
- B. Yes, capped at ₹50,000
- C. No invoice value capping
- D. Capping applies only for second claim

 **Correct Answer: C**

Q5. Is depreciation applied on parts or repair costs?

- A. Yes, as per device age
- B. Yes, 10% per year

- C. Only on battery
- D. No depreciation is applied

 **Correct Answer: D**

Q6. What does OTD (One Time Deductible) mean?

- A. Deductible payable on every claim
- B. Deductible paid only at policy purchase
- C. A one-time amount paid every time before availing any damage claim
- D. Deductible applicable only for accidental damage

 **Correct Answer: C**

Q7. Does Samsung Protect Max cover theft or loss of the device?

- A. Yes, both theft and loss
- B. Only theft
- C. Only loss
- D. No, theft and loss are not covered

 **Correct Answer: D**

Q8. Where can customers get repairs done under Samsung Protect Max?

- A. Any local repair shop
- B. Third-party service centers
- C. Samsung brand-authorized service centers only
- D. Online repair partners

 **Correct Answer: C**

Q9. Is Samsung Protect Max valid outside India?

- A. No, only valid in India
- B. Yes, with global coverage
- C. Only in selected countries
- D. Only for premium devices

 **Correct Answer: C**

Q10. Which statement about repair value is correct?

- A. Total repair value is capped during tenure
- B. Only one repair up to invoice value is allowed
- C. Each claim is allowed up to invoice value with no cap on number of claims
- D. Repair value reduces after every claim

 **Correct Answer: C**

Q11. A customer has already raised two damage claims under Samsung Protect Max. Can they raise another claim?

- A. No, maximum two claims are allowed
- B. Yes, but only up to 50% invoice value
- C. Yes, unlimited claims are allowed during tenure
- D. Only after paying a second deductible

 **Correct Answer: C**

Q12. A customer's phone invoice value is ₹80,000. What is the maximum repair value allowed per claim?

- A. ₹40,000
- B. ₹50,000
- C. ₹80,000
- D. Depends on device age

 **Correct Answer: C**

Q13. A customer wants to repair their device at a local repair shop to save time. Is this allowed?

- A. Yes, if bills are submitted
- B. Yes, only outside warranty
- C. No, repairs must be done at Samsung authorized service centers
- D. Allowed only for minor repairs

 **Correct Answer: C**

Q14. A customer raises a claim within 10 days of purchasing Samsung Protect Max. What happens?

- A. Claim is approved
- B. Claim is approved with higher deductible
- C. Claim is rejected due to cooling period
- D. Claim is converted to warranty claim

Correct Answer: A

Q15. A customer asks whether depreciation will be applied since the phone is 1 year old. What should the SEC confirm?

- A. 10% depreciation applies
- B. 20% depreciation applies
- C. Depreciation applies only on battery
- D. No depreciation is applied

Correct Answer: D

Q16. A customer damages the device while traveling abroad. Is the claim eligible?

- A. No, claims are valid only in India
- B. Yes, Samsung Protect Max offers global coverage .
- C. Only if purchased internationally
- D. Only accidental damage is covered abroad

Correct Answer: B

Q17. When is the One Time Deductible (OTD) payable?

- A. At the time of policy purchase
- B. One time during plan coverage period
- C. Before availing any damage claim
- D. After claim settlement

Correct Answer: C

Q18. A customer asks if theft is covered under Samsung Protect Max. What is the correct response?

- A. Theft is covered with FIR
- B. Theft is covered once during tenure
- C. Theft is covered only in India
- D. Theft is not covered

Correct Answer: D

Q19. Which statement best explains Samsung Protect Max to a customer?

- A. Limited repair plan with depreciation
- B. Single-claim protection plan
- C. Unlimited claims with no invoice value or repair cap
- D. Theft and loss insurance

 **Correct Answer: C**

Q20. Why is Samsung Protect Max positioned as a premium protection plan?

- A. Because it is cheaper than others
- B. Because it includes accessories
- C. Because it offers unlimited claims, no depreciation, and authorized service
- D. Because it covers theft

 **Correct Answer: C**

Q21. What coverage does the ADLD plan offer?

- A. Only screen damage coverage
- B. 2-year comprehensive coverage
- C. **1-year comprehensive damage coverage**
- D. Only liquid damage coverage

 **Correct Answer: C**

Q22. What type of damages are covered under the ADLD plan?

- A. Only accidental damage
- B. Only liquid damage
- C. **Accidental and liquid damage**
- D. Theft and loss

 **Correct Answer: C**

Q23. What is covered under the Screen Protect plan?

- A. All types of device damage
- B. **Screen damage only**
- C. Screen and battery damage
- D. Screen and liquid damage

 **Correct Answer: B**

Q24. Which plan should be recommended if a customer is concerned only about screen breakage?

- A. ADLD
- B. COMBO (CPP)
- C. **Screen Protect**
- D. Extended Warranty

 **Correct Answer: C**

Q25. What is the tenure of the COMBO (CPP) plan?

- A. 1 year
- B. 18 months
- C. **2 years**
- D. 3 years

 **Correct Answer: C**

Q26. What type of damage coverage is included in the COMBO (CPP) plan?

- A. Only accidental damage
- B. Only liquid damage
- C. **Accidental and liquid damage**
- D. Only manufacturing defects

 **Correct Answer: C**

Q27. What additional benefit is included in the COMBO (CPP) plan?

- A. Theft coverage
- B. Screen-only coverage
- C. **Second-year extended warranty**
- D. Accessories coverage

 **Correct Answer: C**

Q28. Which plan offers the most comprehensive overall protection?

- A. Screen Protect
- B. ADLD
- C. **COMBO (CPP)**
- D. Basic Warranty

 **Correct Answer: C**

Q29. A customer wants 2 years of protection including damage and warranty benefits. Which plan is most suitable?

- A. Screen Protect
- B. ADLD
- C. **COMBO (CPP)**
- D. Screen Protect + ADLD

 **Correct Answer: C**

Q30. Which statement correctly compares all three plans?

- A. ADLD and Screen Protect both cover only screen damage
- B. Screen Protect covers comprehensive damage
- C. **ADLD offers 1-year comprehensive damage, Screen Protect covers only screen, and COMBO (CPP) offers 2-year comprehensive damage with extended warranty**
- D. All plans offer identical coverage

 **Correct Answer: C**

Category 2 :Claims & Service Process – Coverage, Limits and Claim Journey

Q1. What does “Truly Unlimited Repairs” mean under Samsung protection plans?

- A. Only one repair is allowed per year
- B. Repairs are limited by plan tenure value
- C. Unlimited number of repairs are allowed during the plan tenure
- D. Repairs are allowed only during warranty period

 **Correct Answer: C**

Q2. What is the maximum repair value allowed per individual claim?

- A. ₹25,000
- B. 50% of invoice value
- C. Fixed amount defined by Samsung
- D. Up to the invoice value of the device

 **Correct Answer: D**

Q3. Is there any overall capping on total repair value during the plan tenure?

- A. Yes, capped at invoice value
- B. Yes, capped at twice the invoice value
- C. Yes, capped based on plan type
- D. No overall capping on total repair value

 **Correct Answer: D**

Q4. How is depreciation applied on parts or repair costs?

- A. Depreciation applies based on device age
- B. 10% depreciation per year
- C. Depreciation applies only after first claim
- D. No depreciation is applicable

 **Correct Answer: D**

Q5. Which statement about depreciation is correct across Samsung plans?

- A. Depreciation applies only to screen repairs
- B. Depreciation applies only to liquid damage
- C. Depreciation varies by plan
- D. No depreciation applies across all plans

 **Correct Answer: D**

Q6. A customer has already raised multiple claims under the plan. Can they raise another claim?

- A. No, claim limit is exhausted
- B. Yes, but only after plan renewal
- C. Yes, unlimited claims are allowed during tenure
- D. Only one claim per year is allowed

 **Correct Answer: C**

Q7. Which of the following best explains invoice value applicability?

- A. Total repair value cannot exceed invoice value
- B. Invoice value applies only for first claim
- C. Each claim is allowed up to the device invoice value
- D. Invoice value applies only for screen damage

 **Correct Answer: C**

Q8. Which plans offer unlimited repairs with no depreciation?

- A. Only ADLD
- B. Only Screen Protection
- C. Only CPP
- D. ADLD, Screen Protection, Extended Warranty, and CPP

 **Correct Answer: D**

Q9. Why is “no depreciation” an important customer benefit?

- A. Customer pays lower deductible
- B. Customer gets faster claim approval
- C. Customer receives full repair value without age-based deduction
- D. Customer can replace the device

 **Correct Answer: C**

Q10. Which statement correctly summarizes the claims benefit across Samsung plans?

- A. Limited claims with depreciation
- B. One-time claim benefit
- C. Unlimited claims, each up to invoice value, with no depreciation
- D. Claims allowed only during warranty

 **Correct Answer: C**

Q11. How can a customer initiate a claim under Samsung protection plans?

- A. By visiting any local service shop
- B. By calling the retailer
- C. By logging in to Samsung’s Unified Portal using registered mobile number and OTP
- D. By emailing Samsung support

 **Correct Answer: C**

Q12. Which option should the customer select on the Samsung Unified Portal to start a claim?

- A. Register Complaint
- B. Service Request

- A. Raise Claim
- B. Extend Warranty
- C. Raise Claim
- D. Warranty Extension

 **Correct Answer: C**

Q13. What details does the customer need to select while raising a Carry-In claim?

- A. Device color and memory
- B. Issue with the device and how the issue occurred
- C. Retailer name and invoice number
- D. Repair cost estimate

 **Correct Answer: B**

Q14. How does a customer choose the service center for repair?

- A. Assigned automatically by Samsung
- B. Selected by retailer
- C. Customer selects nearest Samsung authorized service center based on pincode
- D. Any service center can be selected

 **Correct Answer: C**

Q15. When is the One-Time Deductible (OTD) paid during the claim process?

- A. At the time of policy purchase
- B. After device repair
- C. Before claim registration for applicable plans
- D. Only for extended warranty plans

 **Correct Answer: C**

Q16. For which plans is OTD payment not required during claim registration?

- A. ADLD and Screen Protection
- B. CPP only
- C. Extended Warranty plans
- D. All plans require OTD

 **Correct Answer: C**

Q17. What happens after successful OTD payment (if applicable)?

- A. Claim is rejected
- B. Device replacement is approved
- C. Claim is registered and a Claim ID is generated
- D. Repair starts immediately

 **Correct Answer: C**

Q18. How is the customer informed after claim registration?

- A. Phone call only
- B. SMS only
- C. Email only
- D. Both Email and SMS

 **Correct Answer: D**

Q19. Where must the customer submit the device for repair?

- A. Any local repair shop
- B. Retail outlet
- C. Samsung authorized service center
- D. Courier pickup point

 **Correct Answer: C**

Q20. Which statement best describes the service experience under Samsung protection plans?

- A. Reimbursement-based service
- B. Paid repair with later refund
- C. Cashless and hassle-free service at authorized centers
- D. Self-repair allowed

 **Correct Answer**

Q21. Who can initiate a claim under Samsung protection plans?

- A. Retailer only
- B. Samsung service engineer
- C. Customer using the registered mobile number
- D. Promoter on behalf of customer

 **Correct Answer: C**

Q22. What authentication method is used for customer login on the Samsung Unified Portal?

- A. Username and password
- B. Invoice number
- C. OTP sent to registered mobile number
- D. Email verification

 **Correct Answer: C**

Q23. What happens if a customer selects an incorrect issue while raising a claim?

- A. Claim is automatically rejected
- B. Claim cannot be edited
- C. Issue can be validated and corrected at the authorized service center
- D. Customer must buy a new plan

 **Correct Answer: C**

Q24. Which of the following is mandatory to successfully register a Carry-In claim?

- A. Device box
- B. Retail invoice copy
- C. Selection of service center, date, and time
- D. Bank account details

 **Correct Answer: C**

Q25. When is the processing fee / OTD charged during the claim journey?

- A. After repair completion
- B. Before claim registration (where applicable)
- C. At policy purchase
- D. Only for screen damage

 **Correct Answer: B**

Q26. In which scenario is no OTD / processing fee applicable?

- A. ADLD claims
- B. Screen Protection claims

- C. CPP claims
- D. Extended Warranty claims

 **Correct Answer: D**

Q27. What confirmation does the customer receive after claim registration?

- A. Only verbal confirmation
- B. Claim approval certificate
- C. Claim ID via SMS and Email
- D. Repair estimate only

 **Correct Answer: C**

Q28. What type of service experience is offered under Samsung protection plans?

- A. Reimbursement-based
- B. Partial cashless
- C. Fully cashless at authorized service centers
- D. Post-repair refund

 **Correct Answer: C**

Q29. Who performs the repair under Samsung protection plans?

- A. Any local technician
- B. Third-party vendors
- C. Samsung authorized service engineers using genuine parts
- D. Customer-selected repair shop

 **Correct Answer: C**

Q30. Which statement best represents the end-to-end claim journey?

- A. Customer raises claim → Repair → Payment
- B. Customer logs in → Raises claim → Pays OTD (if applicable) → Visits authorized service center → Cashless repair
- C. Retailer raises claim → Replacement issued
- D. Customer submits device without claim

 **Correct Answer: B**

Category 3 :Eligibility & Purchase Window – mTQs

Q1. What is the purchase window for Samsung protection plans?

- A. Same day only
- B. 3 days from device purchase
- C. 7 days from device purchase**
- D. 15 days from device purchase

 **Correct Answer: C**

Q2. From which date is the 7-day purchase window calculated?

- A. Date of activation
- B. Date of device purchase (invoice date)**
- C. Date of delivery
- D. Date of registration

 **Correct Answer: B**

Q3. Can a protection plan be purchased after 7 days of device purchase?

- A. Yes, with approval
- B. Yes, for selected devices
- C. No, purchase is not allowed after 7 days**
- D. Only for extended warranty

 **Correct Answer: C**

Q4. Which devices are eligible for Samsung protection plans?

- A. Devices purchased from any retailer
- B. Used or refurbished devices
- C. Brand-new Samsung devices sold via official channels in India**
- D. Imported devices

 **Correct Answer: C**

Q5. Are second-hand or refurbished devices eligible for coverage?

- A. Yes
- B. Only refurbished
- C. Only second-hand
- D. No**

 **Correct Answer: D**

Q6. Which product category is eligible under ADLD plans?

- A. Only smartphones
- B. Smartphones and accessories
- C. **Smartphones, tablets, smartwatches, laptops (as per plan)**
- D. Accessories only

 **Correct Answer: C**

Q7. Is Screen Protection available for all Samsung devices?

- A. Yes, all devices
- B. **Only smartphones and tablets**
- C. Only smartphones
- D. Only laptops

 **Correct Answer: B**

Q8. Which plan extends the standard manufacturer warranty?

- A. ADLD
- B. Screen Protection
- C. **Extended Warranty (EW)**
- D. CPP

 **Correct Answer: C**

Q9. What type of defects are covered under Extended Warranty plans?

- A. Accidental damage
- B. Liquid damage
- C. **Mechanical and electrical breakdowns**
- D. Screen damage

 **Correct Answer: C**

Q10. Which plan offers 2 years of comprehensive coverage?

- A. ADLD
- B. Screen Protection
- C. Extended Warranty
- D. **Comprehensive Protection Plan (CPP)**

 **Correct Answer: D**

Q11. Is plan purchase allowed if the device is already damaged?

- A. Yes
- B. Yes, after inspection
- C. No**
- D. Only screen plans allowed

 **Correct Answer: C**

Q12. Where must the eligible device be purchased from?

- A. Any online marketplace
- B. Grey market seller
- C. Samsung official channels in India**
- D. International retailer

 **Correct Answer: C**

Q13. Can a customer purchase multiple protection plans for the same device?

- A. Yes, unlimited
- B. Only ADLD + Screen Protection
- C. No, only one eligible plan per device**
- D. Only for premium devices

 **Correct Answer: C**

Q14. Is global coverage applicable only after plan activation?

- A. No
- B. Yes, subject to plan T&Cs**
- C. Only in India
- D. Only for CPP

 **Correct Answer: B**

Q15. Can protection plans be purchased without a valid invoice?

- A. Yes
- B. Yes, with IMEI**

- C. **No, valid invoice is mandatory**
- D. Only for screen protection

 **Correct Answer: C**

Q16. Which customer detail is mandatory during plan purchase?

- A. Email ID only
- B. Address proof
- C. **Registered mobile number**
- D. PAN card

 **Correct Answer: C**

Q17. Can plans be purchased for devices bought outside India?

- A. Yes
- B. Yes, with global coverage
- C. **No**
- D. Only extended warranty allowed

 **Correct Answer: C**

Q18. What happens if a customer misses the 7-day purchase window?

- A. Window can be extended
- B. Customer can pay extra
- C. **Plan purchase becomes ineligible**
- D. Only EW can be purchased

 **Correct Answer: C**

Q19. Which plan is best suited for customers wanting only screen coverage?

- A. ADLD
- B. CPP
- C. Extended Warranty
- D. **Screen Protection**

 **Correct Answer: D**

Q20. Is eligibility dependent on device price segment?

- A. Yes
- B. Yes, only premium phones
- C. No, eligibility is based on plan and channel**
- D. Only flagship devices allowed

 **Correct Answer: C**

Q21. When should SECs ideally pitch the protection plan to customers?

- A. After 30 days
- B. During first service visit
- C. At the time of purchase or within 7 days**
- D. After warranty expiry

 **Correct Answer: C**

Q22. Is device inspection required at the time of plan purchase?

- A. Always required
- B. Never required
- C. As per plan and process defined by Samsung**
- D. Only for screen plans

 **Correct Answer: C**

Q23. Can a plan be transferred to another device?

- A. Yes
- B. Yes, with approval
- C. No**
- D. Only within same brand

 **Correct Answer: C**

Q24. Can a customer buy a protection plan online after device purchase?

- A. No
- B. Yes, within 7 days via eligible channels**
- C. Only offline
- D. Only at service center

 **Correct Answer: B**

Q25. Which document validates device eligibility?

- A. Warranty card
- B. Delivery challan
- C. **Retail invoice**
- D. Payment receipt

 **Correct Answer: C**

Q26. Is plan eligibility impacted if device is activated late?

- A. Yes
- B. **No, eligibility is based on invoice date**
- C. Depends on plan
- D. Only for CPP

 **Correct Answer: B**

Q27. Can a customer upgrade the plan after purchase window ends?

- A. Yes
- B. **No**
- C. Only within 30 days
- D. Only from service center

 **Correct Answer: B**

Q28. Who is responsible for ensuring correct eligibility at the store level?

- A. Customer
- B. Samsung service team
- C. **SEC / Promoter**
- D. Finance team

 **Correct Answer: C**

Q29. What is the key risk of selling plans outside the eligibility window?

- A. Customer dissatisfaction
- B. Claim rejection
- C. Compliance issue
- D. **All of the above**

 **Correct Answer: D**

Q30. Which statement best summarizes Eligibility & Purchase Window?

- A. Plans can be purchased anytime
- B. Eligibility depends on claim approval
- C. Plans are available only for new Samsung devices purchased via official channels within 7 days**
- D. Eligibility applies only to premium phones

Correct Answer: C

Category 4 :Plan Activation & Cool-off Period – mTQs

Q1. Does Samsung Protect Max have any cooling / cool-off period?

- A. Yes, 7 days
- B. Yes, 15 days
- C. Yes, 30 days
- D. No, there is no cooling period**

Correct Answer: D

Q2. Who is responsible for activating Samsung Protect Max?

- A. Customer
- B. SEC / Promoter
- C. Service Center
- D. Backend system / operations team**

Correct Answer: D

Q3. What is the primary responsibility of the SEC for Samsung Protect Max activation?

- A. Activating the plan
- B. Registering the policy
- C. Ensuring correct sales invoice is generated at the store**
- D. Approving claims

Correct Answer: C

Q4. What is the maximum window allowed for plan purchase?

- A. Same day only
- B. 3 days
- C. **7 days**
- D. 15 days

 **Correct Answer: C**

Q5. Can the plan purchase date and plan activation date be different?

- A. No, they are always same
- B. Only for online purchases
- C. **Yes, activation can happen within 7 days of purchase in case customer buy plan on Device Purchase day but Within 7 days .**
- D. Only for premium devices

 **Correct Answer: C**

Q6. From which date does Samsung Protect Max coverage start?

- A. Invoice date
- B. Plan purchase date
- C. **Plan activation date**
- D. First claim date

 **Correct Answer: C**

Q7. Can a customer raise a claim before plan activation is completed?

- A. Yes
- B. Only screen claims
- C. Only with approval
- D. **No**

 **Correct Answer: D**

Q8. Is there any waiting period after plan activation to raise a claim?

- A. Yes, 7 days
- B. Yes, 15 days
- C. Yes, 30 days
- D. **No waiting period**

 **Correct Answer: D**

Q9. Why does Samsung Protect Max not have a cooling period?

- A. It is a free plan
- B. It replaces warranty
- C. It is designed as a premium plan with immediate coverage**
- D. It covers only screen damage

 **Correct Answer: C**

Q10. Which mechanism controls misuse in Samsung Protect Max instead of a cooling period?

- A. Claim limit
- B. Depreciation
- C. OTD (One Time Deductible)**
- D. Invoice capping

 **Correct Answer: C**

Q11. What confirms successful activation of Samsung Protect Max?

- A. Retail invoice
- B. Payment receipt
- C. Policy confirmation via SMS / Email**
- D. Claim ID

 **Correct Answer: C**

Q12. Is plan activation manual or automatic?

- A. Manual by SEC
- B. Manual by service center
- C. System / backend driven**
- D. Customer driven

 **Correct Answer: C**

Q13. What happens if the correct sales invoice is not generated at the store?

- A. Claim still allowed
- B. Activation delayed
- C. Plan activation may fail or get delayed**
- D. No impact

 **Correct Answer: C**

Q14. What happens if the plan is not activated within the 7-day window?

- A. Activation window extends
- B. Claim allowed
- C. Plan becomes ineligible for activation**
- D. Only screen claims allowed

 **Correct Answer: C**

Q15. Can backend activate the plan after the 7-day window?

- A. Yes, with approval
- B. Yes, by paying extra
- C. Only for flagship devices
- D. No**

 **Correct Answer: D**

Q16. Who should monitor activation completion post-sale?

- A. Customer
- B. Service center
- C. Backend / operations team**
- D. Finance team

 **Correct Answer: C**

Q17. Is device inspection mandatory for Samsung Protect Max activation?

- A. Always mandatory
- B. Never required
- C. As per Samsung defined backend process. Currently No Inception Required .**
- D. Only at service center

 **Correct Answer: C**

Q18. Can a claim be raised on the same day as plan activation?

- A. No**
- B. Only after 24 hours

- C. Only screen damage
- D. **Yes**

 **Correct Answer:** D

Q19. Is plan activation linked to device network activation?

- A. Yes
- B. **Yes .Plan should not be sold on Preactivated devices .**
- C. Only for smartphones
- D. Only for tablets

 **Correct Answer:** B

Q20. Does absence of cooling period reduce the plan tenure?

- A. Yes
- B. **No**
- C. Only first year
- D. Only CPP

 **Correct Answer:** B

Q21. Which date is used to calculate Samsung Protect Max tenure?

- A. Invoice date
- B. Purchase date
- C. **Activation date**
- D. First claim date

 **Correct Answer:** C

Q22. Can claims be backdated to before activation date?

- A. Yes
- B. Only first claim
- C. Only with approval
- D. **No**

 **Correct Answer:** D

Q23. If device damage occurs between purchase and activation, is it covered?

- A. Yes
- B. Only screen damage
- C. **No**
- D. Only with approval

 **Correct Answer: C**

Q24. How can a customer verify activation status?

- A. At store only
- B. Via service center
- C. **Via Samsung Unified Portal / SMS / Email**
- D. Only through call center

 **Correct Answer: C**

Q25. Which document is the proof of activation date?

- A. Retail invoice
- B. Repair job card
- C. **Policy confirmation SMS / Email**
- D. Payment receipt

 **Correct Answer: C**

Q26. Does backend activation impact unlimited claims benefit?

- A. Yes
- B. **No**
- C. Only first claim
- D. Only second claim

 **Correct Answer: B**

Q27. What must SECs clearly communicate to customers?

- A. 30-day cooling period
- B. Manual activation required
- C. **Backend activation with no cooling period**
- D. Warranty replacement

 **Correct Answer: C**

Q28. Which store-level error can most impact activation?

- A. Wrong device color
- B. Delay in delivery
- C. Incorrect or missing sales invoice**
- D. Late claim filing

 **Correct Answer:** C

Q29. What is the biggest customer benefit of backend-driven activation?

- A. Lower price
- B. Faster replacement
- C. Seamless and error-free activation**
- D. Longer warranty

 **Correct Answer:** C

Q30. Which statement best summarizes Samsung Protect Max activation?

- A. SEC activates the plan manually
- B. Activation after 30 days
- C. Backend activates the plan within 7 days; SEC ensures correct invoice; no cooling period**
- D. Activation only after first claim

 C

Category 5 : Repair Rules & Service Basics – Samsung Protect Max

Q1. What type of service model is used in Samsung Protect Max?

- a. Pick-up and drop
- b. Home service
- c. Carry-in service only**
- d. Courier service

 **Answer:** c

Q2. Where does the customer take the damaged device for repair?

- a. Retail store**
- b. Local repair shop

- c. Samsung authorized service center
- d. Online partner

Answer: c

Q3. Who repairs the device under Samsung Protect Max?

- a. Local technician
- b. Retail staff
- c. Samsung authorized service engineer
- d. Third-party vendor

Answer: c

Q4. Are genuine Samsung parts used during repair?

- a. Sometimes
- b. Only for new phones
- c. Yes, always
- d. Customer choice

Answer: c

Q5. Is IMEI mandatory on the damaged device for repair?

- a. No
- b. Only invoice needed
- c. Yes, IMEI must be readable on device
- d. Only box IMEI required

Answer: c

Q6. If IMEI is readable on the device, can repair be done?

- a. No
- b. Only partial repair
- c. Yes, repair can be done
- d. Only replacement allowed

Answer: c

Q7. What happens if IMEI is not readable on the device?

- a. Repair still done
- b. Replacement given
- c. Repair may not be possible
- d. Cash settlement given

 Answer: c

Q8. Does Samsung Protect Max offer 100% repair guarantee?

- a. No
- b. Only for screen damage
- c. Yes, 100% repair guarantee
- d. Only first claim

 Answer: c

Q9. If repair cost is very high, will Samsung still repair the device?

- a. No
- b. Only up to 80% value
- c. Yes, device will be repaired
- d. Only partial repair

 Answer: c

Q10. Is there any repair value limit under Samsung Protect Max?

- a. Yes, 80% of invoice
- b. Yes, fixed amount
- c. Each claim upto Invoice Value (No limit on multiple claims and No Invoice capping on multiple claims) .
- d. Only one repair allowed

 Answer: c

Q11. What does BER mean?

- a. Basic electronic repair
- b. Samsung repair rule
- c. Beyond Economic Repair
- d. Battery exchange rule

 Answer: c

Q12. Who usually uses the BER concept?

- a. Samsung service centers
- b. Customers
- c. Third-party insurance companies
- d. Retail stores

Answer: c

Q13. What does BER mean in third-party plans?

- a. Full repair
- b. Free replacement
- c. Repair not done if cost is high
- d. Unlimited repair

Answer: c

Q14. Is BER allowed in Samsung Protect Max?

- a. Yes
- b. Sometimes
- c. No, BER is not allowed
- d. Only for old phones

Answer: c

Q15. Is cash settlement allowed under Samsung Protect Max?

- a. Yes
- b. Sometimes
- c. No settlement allowed
- d. Only after first claim

Answer: c

Q16. What happens if repair cost is more than 80% of invoice value?

- a. Claim rejected
- b. Settlement done
- c. Device is still repaired
- d. Plan cancelled

Answer: c

Q17. Even if repair cost equals 100% of invoice value, what happens?

- a. Settlement given
- b. Device replaced
- c. Device is repaired
- d. Claim rejected

 Answer: c

Q18. Do Samsung service centers have tools for heavy or major damage repair?

- a. No
- b. Only for screen
- c. Yes, they have full repair tools
- d. Only basic repair

 Answer: c

Q19. Can Samsung service centers repair devices with very heavy or major damage if IMEI is readable?

- a. No, heavy damage is not covered
- b. Only small damages are repaired
- c. Yes, service centers can repair even major damage if IMEI is readable
- d. Only replacement is allowed

 Answer: c

Q20. What is the main focus of Samsung Protect Max?

- a. Settlement
- b. Replacement
- c. Repair the device fully
- d. Refund to customer

 Answer: c

Q21. If damage is very severe, what will Samsung try first?

- a. Settlement
- b. Replacement

- c. Repair the device
- d. Cancel plan

Answer: c

Q22. Why is Samsung Protect Max different from third-party plans?

- a. Cheaper price
- b. Fewer claims
- c. No BER and 100% repair
- d. Longer waiting period

Answer: c

Q23. Can customer demand cash instead of repair?

- a. Yes
- b. Only first claim
- c. No
- d. Only screen damage

Answer: c

Q24. What should promoter clearly explain to customer?

- a. Settlement amount
- b. Depreciation value
- c. Repair only, no settlement
- d. Replacement rules

Answer: c

Q25. Is depreciation applied during repair?

- a. Yes
- b. Depends on age
- c. No depreciation
- d. Only after second claim

Answer: c

Q26. Can the same device be repaired multiple times?

- a. No
- b. Only once
- c. Yes, unlimited repairs
- d. Only screen once

 Answer: c

Q27. What happens after repair is completed?

- a. New policy issued
- b. Settlement processed
- c. Device returned to customer
- d. Plan closed

 Answer: c

Q28. Who should guide customer for service related questions?

- a. Backend team
- b. Finance team
- c. SEC / Promoter
- d. Courier partner

 Answer: c

Q29. What is the biggest benefit for customer in Samsung Protect Max?

- a. Cash settlement
- b. Replacement
- c. Guaranteed repair without depreciation
- d. Free accessories

 Answer: c

Q30. Which statement is correct for Samsung Protect Max?

- a. BER allowed
- b. Settlement possible
- c. 100% repair guarantee, no BER, no settlement
- d. Repair depends on cost

 Answer: c

Category 6 :Samsung Protect Max – Incentives, Schemes & Earnings (SEC Level)

Q1. On what basis are Samsung Protect Max incentives calculated?

- a. Device price
- b. Device MOP
- c. Samsung Protect Max plan value
- d. Discount value

 **Answer:** c

Q2. What is the flat incentive percentage on Samsung Protect Max plans?

- a. 5%
- b. 6%
- c. 7%
- d. 10%

 **Answer:** c

Q3. Is incentive based on phone model or plan price?

- a. Phone model
- b. Phone MRP
- c. Plan price
- d. Brand

 **Answer:** c

Q4. What is the minimum quantity gate per SEC per month?

- a. 1
- b. 2
- c. 3
- d. 5

 **Answer:** c

Q5. If a SEC sells only 2 plans in a month, will incentive be paid?

- a. Yes
- b. Partial
- c. No
- d. Only on combo

 Answer: c

Q6. If a store has 3 SECs, what is the minimum total quantity needed?

- a. 6
- b. 9
- c. 12
- d. 15

 Answer: b

Q7. Incentives are paid for which stores under this logic?

- a. All retailers
- b. Online stores
- c. Croma & Vijay Sales
- d. Distributor outlets

 Answer: c

Q8. Are incentives device MOP based?

- a. Yes
- b. Sometimes
- c. No
- d. Only for premium phones

 Answer: c

Q9. Which plans generally give higher incentive value per sale?

- a. Screen Protect
- b. EW
- c. ADLD & COMBO
- d. SP

 Answer: c

Q10. Why does COMBO plan give higher incentive?

- a. More quantity
- b. Easy to sell
- c. Higher plan value
- d. Fewer claims

 **Answer:** c

Q11. Can a SEC earn incentive on Screen Protect plans?

- a. No
- b. Only with approval
- c. Yes, if gate is met
- d. Only on S series

 **Answer:** c

Q12. What happens if minimum gate is not achieved?

- a. Incentive reduced
- b. Incentive delayed
- c. No incentive paid
- d. Only combo counted

 **Answer:** c

Q13. What is SalesDost portal used for?

- a. Claims
- b. Training
- c. Spot / runtime incentives (extra earnings)
- d. Invoice upload

 **Answer:** c

Q14. Are SalesDost incentives separate from monthly incentives?

- a. No
- b. Included
- c. Yes, additional
- d. Only for managers

 **Answer:** c

Q15. Can a SEC earn both monthly incentive and SalesDost incentive?

- a. No
- b. Only one
- c. Yes
- d. Only on combo

 Answer: c

Q16. What helps a SEC earn more incentive faster?

- a. Selling low price plans
- b. Selling only quantity
- c. Selling higher value plans
- d. Avoiding combo

 Answer: c

Q17. Incentive calculation depends on which of the following?

- a. Claims
- b. Returns
- c. Total plan value sold
- d. Warranty

 Answer: c

Q18. If a SEC sells ₹2,00,000 worth of plans, what is incentive?

- a. ₹10,000
- b. ₹12,000
- c. ₹14,000
- d. ₹20,000

 Answer: c

Q19. Does selling Fold / Flip help incentive earning?

- a. No
- b. Only sometimes
- c. Yes, higher plan value gives higher incentive
- d. Only for contests

 Answer: c

Q20. Incentive is paid per _____.

- a. Device
- b. Invoice
- c. Plan sold
- d. Customer

 Answer: c

Q21. A SEC sells 100 Samsung devices in a month and attaches Protect Max on 30 devices. Is the SEC eligible for incentive?

- a. No
- b. Only partial
- c. Yes (gate is met)
- d. Only on combo

 Answer: c

Q22. Out of 30 attachments, 7 are COMBO plans on Fold 7 / S25. Remaining 23 are ADLD plans on A17. Which plans give more incentive value?

- a. ADLD on A17
- b. Screen Protect
- c. COMBO plans
- d. All same

 Answer: c

Q23. Assume COMBO plan price = ₹18,999. Incentive per COMBO plan is approx?

- a. ₹900
- b. ₹1,000
- c. ₹1,330 (7%)
- d. ₹1,800

 Answer: c

Q24. Incentive from 7 COMBO plans (₹18,999 each) is approx?

- a. ₹6,000
- b. ₹7,500

- c. ₹9,310
- d. ₹12,000

Answer: c

Q25. Assume ADLD plan price for A17 = ₹2,249. Incentive per ADLD plan is approx?

- a. ₹80
- b. ₹100
- c. ₹157
- d. ₹250

Answer: c

Q26. Incentive from 23 ADLD plans (Plan Value ₹2,249 each) is approx?

- a. ₹2,000
- b. ₹2,800
- c. ₹3,600
- d. ₹5,000

Answer: c

Q27. Total monthly incentive in this scenario will be approximately?

- a. ₹8,000
- b. ₹10,000
- c. ₹12,900
- d. ₹18,000

Answer: c

Q28. What is the key reason incentive is high even with only 30% attachment?

- a. More quantity
- b. Discounts
- c. High-value COMBO plans
- d. SalesDost

Answer: c

Q29. If the same SEC sells only ADLD on A-series and no Combo, incentive will be?

- a. Higher
- b. Same
- c. Lower
- d. Zero

 Answer: c

Q30. To increase incentive, SEC should focus on which mix?

- a. Only quantity
- b. Only A-series
- c. Mix of Flagship & A-series plans
- d. Only Screen Protect

 Answer: c

Q31. If a store has 2 SECs, minimum total quantity required is?

- a. 3
- b. 6
- c. 9
- d. 12

 Answer: b

Q32. If store sells 40 plans but one SEC sells only 2, what happens?

- a. Store blocked
- b. All paid
- c. That SEC not eligible
- d. Incentive shared

 Answer: c

Q33. Which plan should SEC confidently pitch for higher earnings?

- a. Screen Protect
- b. EW
- c. COMBO & ADLD
- d. Only SP

 Answer: c

Q34. Is incentive same for same plan sold on different phones?

- a. Yes
- b. No
- c. Yes, because plan value is same
- d. Only for S series

 Answer: c

Q35. What happens if SalesDost contest is missed?

- a. No incentive
- b. Reduced payout
- c. Monthly incentive still paid
- d. Only combo paid

 Answer: c

Q36. Incentive earning improves when SEC focuses on _____.

- a. Claims
- b. Returns
- c. Higher plan value + meeting gate
- d. Discounts

 Answer: c

Q37. Incentive is credited monthly based on _____.

- a. Device sold
- b. Claim raised
- c. Plan value sold
- d. Warranty

 Answer: c

Q38. What should SEC track daily to maximize incentive?

- a. Claims
- b. Device stock
- c. Plan value & quantity sold
- d. Returns

 Answer: c

Q39. Who is responsible for maximizing incentive earnings?

- a. Backend team
- b. Store manager
- c. SEC / Promoter
- d. Service center

 Answer: c

Q40. Which statement best explains Samsung Protect Max incentive scheme?

- a. Device-based incentive
- b. Settlement-based
- c. 7% flat incentive on plan value with minimum quantity gate
- d. Only combo counted

 Answer: c

Category 7 : Employee Support & Training – Samsung Protect Max (SEC Level)

Q1. For any kind of Samsung Protect Max training, whom should the SEC contact first?

- a. Store manager
- b. Call center
- c. ASE / Samsung Protect Max local SPOC from Zopper
- d. Service center

 Answer: c

Q2. Who is the Samsung Protect Max local SPOC associated with?

- a. Retail store
- b. Samsung service
- c. Zopper
- d. Distributor

 Answer: c

Q3. If a SEC needs refresher training, what is the correct action?

- a. Self-study only
- b. Contact store HR
- c. Reach out to ASE or Zopper SPOC
- d. Wait for monthly call

 **Answer:** c

Q4. Who is responsible for coordinating training at store level?

- a. Store manager
- b. Backend team
- c. SEC
- d. Service engineer

 **Answer:** c

Q5. Why is it important to train store digital staff (partner staff)?

- a. They handle billing
- b. They manage inventory
- c. They influence customer decisions and attachment
- d. They manage service

 **Answer:** c

Q6. Who should ensure that store digital staff are trained on Protect Max?

- a. Samsung HO
- b. Zopper backend
- c. SEC with support from ASE / SPOC
- d. Service center

 **Answer:** c

Q7. If store staff are not aware of Protect Max benefits, what will happen?

- a. Higher sales
- b. Faster claims
- c. Low attachment and poor conversion
- d. No impact

Answer: c

Q8. For any operational issue or confusion, whom should the SEC escalate to?

- a. Retail customer care
- b. Store cashier
- c. ASE or Samsung Protect Max Zopper SPOC
- d. Distributor

Answer: c

Q9. Can SEC directly contact Zopper SPOC for support?

- a. No
- b. Only through manager
- c. Yes
- d. Only via email

Answer: c

Q10. What type of support can ASE / Zopper SPOC provide?

- a. Device repair
- b. Incentive payout
- c. Training, process support, and escalation help
- d. Billing support

Answer: c

Q11. Who is responsible for ensuring correct POSM placement at Samsung counter?

- a. Store manager
- b. Zopper team
- c. SEC
- d. Service engineer

Answer: c

Q12. What kind of POSM should be placed at the counter?

- a. Any available poster
- b. Old campaign material

- c. Approved Samsung Protect Max POSM only
- d. Handwritten notes

 Answer: c

Q13. Why is correct POSM placement important?

- a. For decoration
- b. For audit only
- c. For customer awareness and higher attachment
- d. For store branding

 Answer: c

Q14. If POSM is missing or damaged, what should SEC do?

- a. Ignore it
- b. Replace with local print
- c. Inform ASE / Zopper SPOC
- d. Remove counter branding

 Answer: c

Q15. Who approves the POSM used for Samsung Protect Max?

- a. Store manager
- b. Distributor
- c. Samsung / Zopper
- d. SEC

 Answer: c

Q16. How often should SEC engage with store staff for training?

- a. Only once
- b. Only during launch
- c. Regularly and as required
- d. Only during review calls

 Answer: c

Q17. What is the best way to improve Protect Max sales at store level?

- a. Focus only on price
- b. Avoid training
- c. Continuous training and engagement
- d. Only online selling

 Answer: c

Q18. If store staff give wrong information to customer, what is the risk?

- a. Faster sales
- b. No impact
- c. Customer dissatisfaction and claim issues
- d. Higher incentive

 Answer: c

Q19. Who should SEC approach for urgent escalation?

- a. Retail cashier
- b. Samsung HO
- c. ASE or Zopper SPOC
- d. Courier partner

 Answer: c

Q20. Which statement best summarizes Employee Support & Training for Protect Max?

- a. SEC works independently
- b. Only backend handles training
- c. SEC coordinates training, engages store staff, ensures POSM, and escalates via ASE / Zopper SPOC
- d. Training is optional

 Answer

Category 8 :Sales Strategy & Customer Understanding – Samsung Protect Max (SEC Level)

Q1. What is the main goal of Samsung Protect Max sales?

- a. Sell only warranty
- b. Push discounts
- c. Protect the customer's device and increase attachment
- d. Sell accessories

 Answer: c

Q2. When is the best time to pitch Samsung Protect Max to a customer?

- a. After 1 month
- b. At service center
- c. At the time of device purchase
- d. During claim

 Answer: c

Q3. Which customer is most suitable for Samsung Protect Max?

- a. Customer buying accessories
- b. Customer buying a new Samsung device
- c. Customer coming for repair
- d. Customer buying SIM

 Answer: b

Q4. What should be the first line of pitch to the customer?

- a. This plan is expensive
- b. Claims are difficult
- c. This plan fully protects your device from damage
- d. Only screen is covered

 Answer: c

Q5. Which benefit should be highlighted first to customers?

- a. Incentives
- b. Backend process
- c. Unlimited repairs with Samsung service
- d. Claim form

 Answer: c

Q6. How should SEC explain repairs under Samsung Protect Max?

- a. Settlement based
- b. Replacement based
- c. 100% repair through Samsung authorized service centers
- d. Cash refund

Answer: c

Q7. What is an important difference between Samsung Protect Max and third-party plans?

- a. Cheaper price
- b. Waiting period
- c. No BER and no cash settlement
- d. Fewer claims

Answer: c

Q8. Which customer fear should SEC address clearly?

- a. Colour choice
- b. Storage
- c. High repair cost after damage
- d. Phone weight

Answer: c

Q9. How should SEC explain “No BER” in simple words?

- a. Claim rejected
- b. Refund given
- c. Samsung repairs the phone even if repair cost is high
- d. Customer pays extra

Answer: c

Q10. Which example helps customer understand value better?

- a. Plan terms
- b. Invoice rules
- c. Cost of screen or motherboard repair
- d. Claim ID

Answer: c

Q11. Which plan should be pitched more confidently for premium phones?

- a. Screen Protect
- b. EW
- c. COMBO / ADLD under Protect Max
- d. No plan

 **Answer:** c

Q12. Why do premium phone customers prefer Samsung Protect Max?

- a. Low price
- b. Easy refund
- c. High repair cost protection
- d. More accessories

 **Answer:** c

Q13. What should SEC avoid while pitching?

- a. Benefits
- b. Examples
- c. False promises like cash settlement
- d. Samsung service

 **Answer:** c

Q14. Which language should SEC use while pitching?

- a. Technical terms
- b. Legal language
- c. Simple, customer-friendly language
- d. Only English

 **Answer:** c

Q15. How should SEC handle customer objection “I am careful with my phone”?

- a. Stop pitching
- b. Ignore
- c. Explain accidental and liquid damage risk
- d. Reduce price

Answer: c

Q16. What is the correct pitch for liquid damage?

- a. Liquid damage never happens
- b. Only screen breaks
- c. Even water damage is covered under Protect Max
- d. Only warranty applies

Answer: c

Q17. Which customer segment gives better attachment chance?

- a. Feature phone buyers
- b. Smartphone buyers with high usage
- c. Accessory buyers
- d. SIM buyers

Answer: b

Q18. Why is it important to explain Samsung authorized service clearly?

- a. Faster sales
- b. More incentives
- c. Customer trust and confidence
- d. Claim approval

Answer: c

Q19. What should SEC clearly confirm before closing the sale?

- a. Device colour
- b. Discount
- c. Customer understands coverage and repair process
- d. Claim steps

Answer: c

Q20. Which point builds maximum trust with the customer?

- a. Cheap plan
- b. Free gift

- c. Samsung brand-authorized repair
- d. Paper policy

Answer: c

Q21. How should SEC pitch Protect Max for A-Series phones?

- a. Not required
- b. Only screen
- c. Affordable protection against accidental damage
- d. Warranty only

Answer: c

Q22. What happens if SEC explains plan wrongly?

- a. Faster sales
- b. No issue
- c. Customer dissatisfaction and complaints
- d. Higher incentive

Answer: c

Q23. What role does POSM play in sales strategy?

- a. Decoration
- b. Audit
- c. Helps customer understand and ask about Protect Max
- d. Billing

Answer: c

Q24. Who should SEC also train for better sales?

- a. Security guard
- b. Cleaner
- c. Store digital / partner staff
- d. Courier

Answer: c

Q25. Which question from customer indicates buying intent?

- a. Is phone heavy?
- b. Is charger included?
- c. What happens if phone breaks?
- d. Is colour available?

 Answer: c

Q26. How should SEC close the pitch confidently?

- a. Push forcefully
- b. Avoid questions
- c. Link plan value to device price and risk
- d. Reduce MRP

 Answer: c

Q27. Which approach increases attachment percentage?

- a. Selling fast
- b. Skipping explanation
- c. Need-based selling
- d. Discount focus

 Answer: c

Q28. What is the correct way to compare Protect Max with third-party plans?

- a. Criticize others
- b. Talk about price only
- c. Highlight Samsung repair and no BER
- d. Avoid comparison

 Answer: c

Q29. Which customer reaction shows successful pitch?

- a. Silence
- b. Confusion
- c. Customer asks about coverage and repair
- d. Walks away

 Answer: c

Q30. Which statement best summarizes Sales Strategy for Samsung Protect Max?

- a. Push plan aggressively
- b. Focus on incentive
- c. Understand customer need, explain repair protection clearly, and build trust
- d. Sell only premium phones

 Answer: c