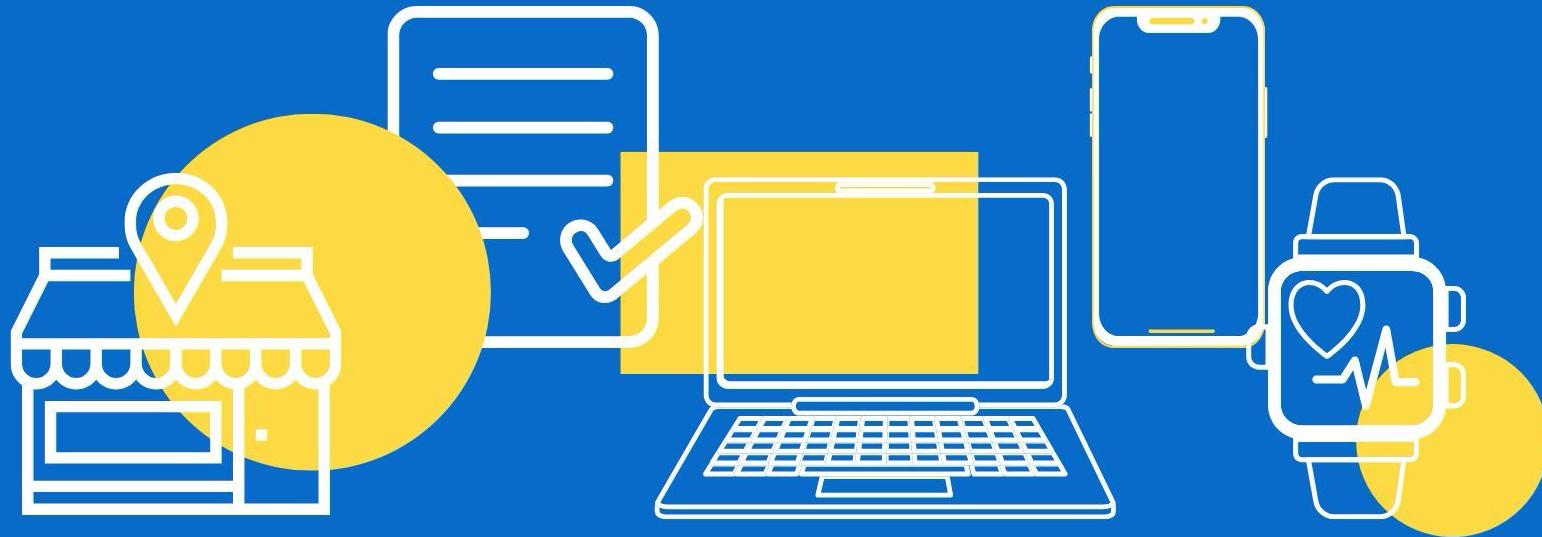


SAMSUNG



ProtectMax

Unlimited Claims. Unlimited Peace.

SEC Training Deck

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Table of Contents

- Plan offerings
- Claim Management

Plan Offerings

Products:

- ★ Accidental Damage and Liquid Damage (ADLD)
- ★ Screen Protection (SP)
- ★ Extended Warranty (EW)
- ★ Comprehensive Protection Plan (CPP)

Devices Covered:

- ★ Smartphones
- ★ Tablets
- ★ Laptops
- ★ Smartwatches

Accidental Damage and Liquid Damage (ADLD)

Shield your devices against accidental drops or liquid damage

- The Accidental and Liquid Damage Protection Plan **covers any kind of accidental and/or liquid damage** to the Samsung devices
- The devices include smartphones, smart watches, tablets, and laptops sold by Samsung India Electronics Pvt. Ltd. ("Samsung") via its official channels in India

Key Features

 Truly Unlimited Unlimited Repairs*, each repair up to the invoice value	 Authorised Repair Get expert service with genuine parts
 Hassle-free Service Cashless Facility & Stress-free claim process	 Coverage Covers defects due to accidental damage or liquid damage
 Global Coverage Stay covered wherever** you go	

*Repairs: Unlimited Repairs are permissible with each claim up to the invoice value. No depreciation applicable.

** Global coverage: The list of countries will be as per Samsung's TnCs.

Screen Protection Plan (SPP)

No more worrying about cracked screens.

- The Screen Protection Plan **covers for screen (also referred to as display, touch screen, touch panel, LCM) damages** to brand new smartphones and tablets ("device/s") sold by Samsung India Electronics Pvt. Ltd. ("Samsung") via its official channels in India

Key Features



Truly Unlimited
Unlimited Repairs*, each repair up to the invoice value



Authorised Repair
Get expert service with genuine parts



Hassle-Free Service
Cashless Facility & Stress-free claim process



Coverage
Covers screen damage



Global Coverage
Stay covered wherever** you go

*Repairs: Unlimited Repairs are permissible with each claim up to the invoice value. No depreciation applicable.

** Global coverage: The list of countries will be as per Samsung's TnCs.

Extended Warranty (EW)

Extend your device's standard warranty for added peace of mind

- The Extended Warranty Plan **covers for mechanical and electrical breakdowns**
- The devices includes smartphones, smart watches, tablets, and laptops sold by Samsung India Electronics Pvt. Ltd. ("Samsung") via its official channels in India
- The plan is available for 1 year and 2 years of extended warranty cover

Key Features



Truly Unlimited
Unlimited Repairs*, each claim up to the invoice value



Authorised Repair
Get expert service with genuine parts



Hassle-Free Service
Cashless Facility & Stress-free claim process



Coverage
Covers all defects due to mechanical and electrical breakdowns



Global Coverage
Stay covered wherever** you go

*Repairs: Unlimited Repairs are permissible with each claim up to the invoice value. No depreciation applicable.

** Global coverage: The list of countries will be as per Samsung's TnCs.

Comprehensive Protection Plan (CPP)

Shield your devices against accidental drops or liquid damage

- The Comprehensive Protection Plan **covers for accidental damages, mechanical, and electrical breakdown/defects** to the extent provided by the manufacturer's warranty
- The devices includes select smartphones, tablets, and laptops sold by Samsung India Electronics Pvt. Ltd. ("Samsung") via its official channels in India
- The plan is available for **2 years and 3 years** of Comprehensive cover

Key Features

 Truly Unlimited Unlimited Repairs*, each claim up to the invoice value	 Authorised Repair Get expert service with genuine parts
 Hassle-Free Service Cashless Facility & Stress-free claim process	 Coverage Covers all defects due to accidental damage or mechanical/electrical breakdown
 Global Coverage Stay covered wherever** you go	

*Repairs: Unlimited Repairs are permissible with each claim up to the invoice value. No depreciation applicable.

** Global coverage: The list of countries will be as per Samsung's TnCs.

Simple Claims Process

Device repairs are fast, easy, and hassle-free



Step 1. Tell us your issue

Describe the issue(s) that your current device is experiencing



Step 2. Payment

A non-refundable service fee or deductible may apply (See Care+ [T&Cs](#))



Step 3. Repair

We'll provide you with the options to address your device issue

Raise Claim by Customer

The screenshot shows the Samsung Care+ website. At the top, there's a navigation bar with links for Support, For Business, Shop, Mobile, TV & AV, Appliances, Computing & Displays, Accessories, SmartThings, and AI. Below the navigation is a search bar and a user account icon. The main content area features the "Samsung Care+" logo with a blue heart icon. A large heading reads "Certified care by Samsung experts". Below this, a subtext states: "Samsung Care+ is provided by Samsung authorized technicians who are trained to repair Samsung Galaxy devices." There are three buttons: "Buy now" (black), "Find your policy" (white), and "Click here for partner login" (white). On the right side, there's a "Feedback" link and a live chat window with a representative's profile picture and the text "Chat Now For Best Deals & Shopping Assistance!".

To raise the Claim, Customer can log in to the **Samsung's Unified Portal** via the button '**Find your policy**' available on [link](#) on Samsung Care+ Page

Raise Claim- Customer Login

Welcome to Samsung Care+ Microsite

Customer Login

Login with mobile no. to find your Samsung Care+ policy

Mobile Number
8295583428

Remember Me

Captcha*

fOKlei

[Re-Generate](#)

Terms & Conditions

I agree to the [Terms and Conditions](#).

I agree to receive personalized offers and update. [Click here](#) to know more about our marketing channels and Opt-Out Options.

[Login via OTP](#)

Step 1: On landing on the **Unified Portal - Microsite** customer can raise claim by logging in via registered mobile number followed by an OTP.

Raise Claim- Customer Login



Step 1: On landing on the **Unified Portal - Microsite** customer can raise claim by logging in via registered mobile number followed by an OTP.

Raise Claim- Samsung Unified Portal

Welcome to Samsung Care+ Microsite

Home

Your active policy list

INDIA-ZOPPER-SUPER PREMIUM-ADH-REGULAR-JULY 2024 for Galaxy S24 Ultra
27/08/2024 Validity Start Date 27/08/2025 Validity End Date 35272662963522 (IMEI/ S/N) IND24H6375683634 Policy Number [Track Claim](#) [Raise Claim](#)

INDIA-ZOPPER-SUPER PREMIUM-ADH-REGULAR-JULY 2024 for Galaxy S24
27/08/2024 Validity Start Date 27/08/2025 Validity End Date 354267932785907 (IMEI/ S/N) IND24H6359312485 Policy Number [Track Claim](#) [Raise Claim](#)

INDIA-ZOPPER-SUPER PREMIUM-EW-REGULAR-JULY 2024 for Galaxy S24
27/08/2025 Validity Start Date 27/08/2026 Validity End Date 354267932666495 (IMEI/ S/N) IND24H6311669777 Policy Number [Track Claim](#) [Raise Claim](#)

INDIA-ZOPPER-SUPER PREMIUM-ADH-REGULAR-JULY 2024 for Galaxy S24 Ultra
27/08/2024 Validity Start Date 27/08/2025 Validity End Date 353892180072285 (IMEI/ S/N) IND24H6395963951 Policy Number [Track Claim](#) [Raise Claim](#)

INDIA-ZOPPER-SUPER PREMIUM-ADH-REGULAR-JULY 2024 for Galaxy S24
12/08/2024 Validity Start Date 12/08/2025 Validity End Date 354267932528778 (IMEI/ S/N) IND24H6327272394 Policy Number [Track Claim](#) [Raise Claim](#)

Step 2: Customer can click on “Raise Claim” to raise the claim against the active policy.

Raise Claim- Carry In

The screenshot shows the 'Samsung Care+' website interface. At the top right, there is a user profile icon with the number 9999499428. On the left, there is a 'Back to Home' link and a 'Samsung' logo with a smartphone image.

Contact information:
Name: Deepti Yadav
Phone Number: +91 9999499428
Email id: deepti.yadav@zopper.com

Samsung Care+ Screen Protect:
Start Date: 05/02/2025
End Date: 04/02/2026

Product details:
IMEI No.: 351005193293283
Model: Galaxy S23 FE
Device Purchase Date: 05/02/2025

Samsung Care+ Screen Protect Plan ID: 6347348
Processing Fee of INR 999 will be charged during Claim Registration.
Plan offers one time screen repair during the coverage period.

Raise Claim

Select issue with the device: Select issue... (Min characters: 20) (Max characters: 250)
How did the issue occur? Describe... (Min characters: 20) (Max characters: 250)

Select your service type? (No extra fees will be charged for any of these services)

Carry In: Bring in your device to Samsung Authorised Service Center near you to get it fixed.

Pickup-Drop: We will pick up your device, fix it, and then deliver it back to you.

Proceed

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Step 3: When the customer opts **Carry-in**, they will have to select the following:

- i. Issues with the device | ii. How did the issue occur

Raise Claim-Carry In (with Processing fee)

Samsung Care+

Choose Service Centre & Appointment

Enter your pincode to view nearby service centres. Choose one of them for your service appointment.

Pincode Search

Map Satellite

Enter your pincode to view nearby service centres. Choose one of them for your service appointment.

SAMSUNG Deepiyadav 962
Gugram

SAMSUNG Deepiyadav 962
Gugram

SAMSUNG raj122 96
Gugram

SAMSUNG ashok12 89
Gugram

test123
Gugram

test samsung
Gugram

test 1234
Gugram

Visit Date at Service Center
Select date

Pay Claim Processing Fee

One time deductible of ₹1 will be charged as processing fees.

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Step 4:

- A list of nearest Service Centers are displayed for chosen pincode.
- Customer can select the nearest service center to visit for submission of device
- Customer adds the date and time to visit the Service Center and proceed to pay the processing fee

Raise Claim- Carry In

The screenshot shows the Samsung Care+ app interface. On the left, there's a sidebar with a 'Pincode' search bar and a list of service centers: SAMSUNG Deeplydayav 962 (Gurgaon), SAMSUNG Deeplydayav 762 (Gurgaon), SAMSUNG ra/732 96 (Gurgaon), SAMSUNG ashokt2 89 (Gurgaon), and test125 (Gurgaon). Below this is a 'Visit Date at Service Center' section with a date picker set to February 14th, 2025. A central modal window displays a large blue checkmark and the message 'Claim Raised Successfully'. It also shows payment information: 'Payment of Rs. 999 is successful against the Claim Id: 8725'. A note below advises users to activate maintenance mode before sending their phone for repair. To the right of the modal is a map showing the location of the service center.

Samsung Care+

Enter your pincode to view nearby service centers

Pincode

Enter pincode

SAMSUNG Deeplydayav 962
Gurgaon

SAMSUNG Deeplydayav 762
Gurgaon

SAMSUNG ra/732 96
Gurgaon

SAMSUNG ashokt2 89
Gurgaon

test125
Gurgaon

Visit Date at Service Center

February 14th, 2025

Claim Raised Successfully

Payment of Rs. 999 is successful against the Claim Id: 8725

To ensure the safety of your personal information, please remember to activate the maintenance mode before sending your phone in for repair. When maintenance mode is enabled, access to customer data within the device is restricted. [Click here](#) to find out more about maintenance mode. Remove SD/SIM card before handing over the device for repair.

Service Centre Address: SAMSUNG 2582582 89, Zopper, Sec-16A, Noida, U.P - 201301

Visit Date at Service centre: 07/02/2025

Visit Time at Service centre: 16:00

Issue Type: Screen Broken

Plan Name: Samsung Care+ Screen Protect

Back To Home

One-time amount of ₹1 will be charged as processing fee.

Powered by

Step 6: Once payment is successful, the Claim is registered successfully and a Claim ID is generated

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Raise Claim-Carry In (No processing fee)

Samsung Care+

Choose Service Centre & Appointment

Enter your pincode to view nearby service centres. Choose one of them for your service appointment.

Pincode

Enter pincode Search

Map Satellite

SAMSUNG Deepityadav 962
Guguram

SAMSUNG Deepityadav 962
Guguram

SAMSUNG raj122 96
Guguram

SAMSUNG ashok12 89
Guguram

test123
Guguram

test samsung
Guguram

test1234
Guguram

Visit Date at Service Center

Select date

Visit Time at Service Center

Select time slot...

Pay Claim Processing Fee

One time deductible of ₹1 will be charged as processing fees.

Powered by zopper®

- List of nearest Service Centers are displayed for chosen pincode, Customer can select the nearest service center to visit for submission of device and click on Register Claim

Raise Claim-Carry In (No processing fee)

The screenshot shows a successful claim submission on the Samsung Care+ website. A large blue checkmark icon is centered above the message "Claim Raised Successfully". Below this, a note states: "The claim is registered successfully with the Claim ID: 8725". A yellow warning box contains the text: "To ensure the safety of your personal information, please remember to activate the maintenance mode before sending your phone in for repair. When maintenance mode is enabled, access to customer data within the device is restricted. [Click here](#) to find out more about maintenance mode. Remove SD/SIM card before handing over the device for repair." To the right of the message, there is a map showing service center locations. Below the map, a sidebar lists nearby service centers with their names and addresses. At the bottom of the page, there is a note about processing fees and a "Back To Home" button.

Samsung Care+

Enter your pincode to view nearby service centers

Pincode

Enter pincode

SAMSUNG Deepakgadav 982
Egmore

SAMSUNG Deepakgadav 762
Egmore

SAMSUNG RA 732 98
Egmore

SAMSUNG Ashokt2 89
Egmore

test123
Egmore

Visit Date at Service Center

February 14th, 2025

Service Centre Address: SAMSUNG 2582582 89, Zopper, Sec-16A, Noida, U.P - 201301

Visit Date at Service centre: 07/02/2025

Visit Time at Service centre: 16:00

Issue Type: Screen Broken

Plan Name: Samsung Care+ Screen Protect

One-time deduction of ₹1 will be charged as processing fee.

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Back To Home

- Claim is registered successfully and a Claim ID is generated without any payment in case of No OTD

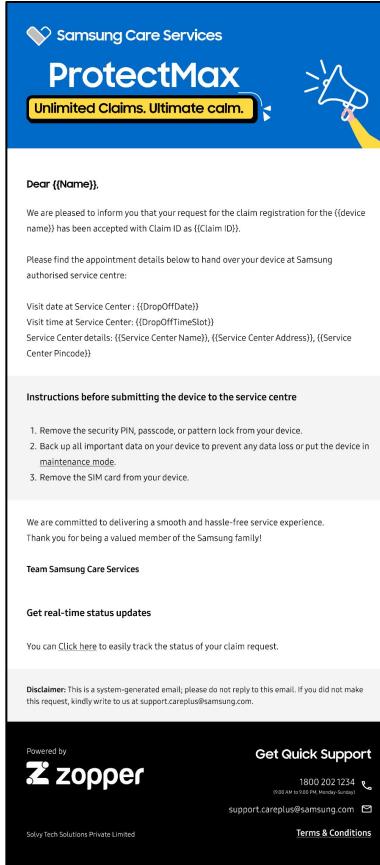
Claim Registration Communication to Customer (Email & SMS)

SAMSUNG

Claim Registered but OTD not required (For Extended Warranty Plans)

Dear {{Customer Name}},

We are happy to inform that your request for the claim registration for your device has been accepted with Claim ID as {{Claim ID}}.



The image shows a screenshot of an email from Samsung Care Services. The subject line is "ProtectMax". The body of the email starts with "Dear ((Name))." It informs the customer that their request for claim registration has been accepted with Claim ID {{Claim ID}}. It provides appointment details for handing over the device at a Samsung authorised service centre. Below this, there's a section titled "Instructions before submitting the device to the service centre" with three steps: removing the security PIN, passcode, or pattern lock; backing up important data; and removing the SIM card. The email also expresses a commitment to a smooth service experience and thanks the customer for being a valued member of the Samsung family. At the bottom, there's a disclaimer about not replying to the email, powered by Zopper information, and quick support details.

Samsung Care Services
ProtectMax
Unlimited Claims. Ultimate calm.

Dear ((Name)),

We are pleased to inform you that your request for the claim registration for the ((device name)) has been accepted with Claim ID as {{Claim ID}}.

Please find the appointment details below to hand over your device at Samsung authorised service centre:

Visit date at Service Center : {{DropOffDate}}
Visit time at Service Center: {{DropoffTimeSlot}}
Service Center details: ((Service Center Name)), ((Service Center Address)), ((Service Center Pincode))

Instructions before submitting the device to the service centre

1. Remove the security PIN, passcode, or pattern lock from your device.
2. Back up all important data on your device to prevent any data loss or put the device in maintenance mode.
3. Remove the SIM card from your device.

We are committed to delivering a smooth and hassle-free service experience.
Thank you for being a valued member of the Samsung family!

Team Samsung Care Services

Get real-time status updates

You can [Click here](#) to easily track the status of your claim request.

Disclaimer: This is a system-generated email, please do not reply to this email. If you did not make this request, kindly write to us at support.careplus@samsung.com.

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Get Quick Support
1800 202 2324
(00 AM to 06 PM Monday-Sunday)
support.careplus@samsung.com

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SAMSUNG

Claim registered after successful payment (For SP, ADLD and Combo Plans)

Dear {{Customer Name}},

Your payment in an amount of {{CurrencyCode}}
{{Adminfees}} has been received for claim registration with
claim ID {{ClaimID}}.

Please hand over your device at Samsung authorised
service centre for repair.

The image shows an email from Samsung Care Services titled "ProtectMax". The subject line is "Unlimited Claims. Ultimate calm.". The body of the email starts with "Dear {{Name}}," followed by a thank you message for the payment. It then informs the customer that their repair request has been registered with Claim ID {{Claim ID}}. It provides appointment details for handing over the device. Below this, there's a section titled "Instructions before submitting the device to the service centre" with three steps: removing security locks, backing up data, and removing SIM cards. A note at the bottom states the company's commitment to service and thanks the customer for being a valued member. The footer includes links for quick support, terms and conditions, and a disclaimer about system-generated emails.

Samsung Care Services
ProtectMax
Unlimited Claims. Ultimate calm.

Dear {{Name}},

Thank you for your payment of the processing fee in an amount of {{CurrencyCode}}
{{Adminfees}}.

We're happy to inform you that your repair request for the {{deviceName}} has been registered with Claim ID {{Claim ID}}.

Please find the appointment details below to hand over your device at Samsung authorised service centre:

Visit date at Service Center : {{DropOffDate}}
Visit time at Service Center : {{DropOffTimeSlot}}
Service Center details: {{Service Center Name}}, {{Service Center Address}}, {{Service Center Pincode}}

Instructions before submitting the device to the service centre

1. Remove the security PIN, passcode, or pattern lock from your device.
2. Back up all important data on your device to prevent any data loss or put the device in maintenance mode.
3. Remove the SIM card from your device.

We are committed to delivering a smooth and hassle-free service experience.
Thank you for being a valued member of the Samsung family!

Team Samsung Care Services

Get real-time status updates

You can [Click here](#) to easily track the status of your claim request.

Disclaimer: This is a system-generated email; please do not reply to this email. If you did not make this request, kindly write to us at support.careplus@samsung.com.

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Get Quick Support

1800 202 0234

(00 AM - 06 PM Monday - Friday)

support.careplus@samsung.com

[Terms & Conditions](#)

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Unlimited Claims. Ultimate calm.

