



October 5, 2006

## Dealer/Distributor Info Request

In order to maximize our technical support for those who work for Samsung authorized Dealers and Distributors, we will soon be implementing a new procedure that will require Technicians, who call in for Technical Support to answer “secret questions” (name of your high school mascot for example). The questions will be used to identify technicians who qualify for technical support on the product(s) they are certified on.

To achieve this goal, we will first need input for all the technicians that are currently working for each Dealer/Distributor. Please use the form on the next page to gather the information requested, then either e-mail or fax the form back to us as soon as possible (e-mail is the preference). We would like to have your input no later than November 15, 2006. Once the input is gathered, we will enter it into our database, then alert you again as to when we will begin implementation of this system.

Please note the following concerning the implementation of this system:

- Access to technical support will require the technician who is calling for technical support to be:
  - Employed by an authorized Samsung Dealer/Distributor
  - Certified on the product(s) for which technical support is being sought
  - Able to correctly answer the “secret questions”
- **Note:** Incorrect answers, or no answers on file, will be denied immediate technical support. So please be sure to return the requested information by the deadline to ensure no delays in acquiring technical support

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Business Communication Systems  
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## Dealer/Distributor Info Request

Please complete this form for **each** Samsung Certified Technician on your staff.

Account Number	
This account number belongs to a Dealer or a Distributor	
Dealer/Distributor Name	
Dealer/Distributor Street Address	
Dealer/Distributor City/State/Zip	
Technician's First Name	
Technician's Last Name	
City/State where Technician works or is based	
Samsung certifications issued to this person (example 2BXXXX) OR Enter N/A	
<b>The following 3 "secret questions" will be used for verification purposes when technicians call in for technical support. Please have each technician provide answers to all 3 of the following (if the question doesn't apply to you, please provide an answer that you will be able to recall when seeking technical support):</b>	
Your high school mascot	
Your favorite color	
Your favorite car	

Please send back completed form to:

[BCS.Training@samsung.com](mailto:BCS.Training@samsung.com).

Or fax it to:

Fax – 972-801-6195

Thank you for your support

BCS Training  
972-801-6105

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