



Anna Zarbin <annapzarbin@gmail.com>

Samsung Care 3102072771 Ana Paula Zarbin Zarkowski

Oscar T <oscar.t1@partner.sea.samsung.com>
To: Anna Zarbin <annapzarbin@gmail.com>

Wed, Apr 23, 2025 at 9:44 AM

Good morning Ana,

I understand your position. However, we are not aware of the steps you took to attempt to enroll in Samsung Care+ and are unsure if you entered the correct information. It appears you are trying to hold us accountable for your mistakes and negligence in not contacting us for support. We will remain firm in our decision, as we do not compensate for this.

Feel free to reach out if you have any questions or need assistance with anything else.

Kind regards,

Oscar T. | Extra Care
Samsung Electronics America, Inc.

(T) 888-480-5675 opt#1 allow prompt to request ext. 34557 |(F) 973-529-0367| Oscar.T1@partner.sea.samsung.com

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From: Anna Zarbin <annapzarbin@gmail.com>

Sent: Tuesday, April 22, 2025 7:07 PM

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