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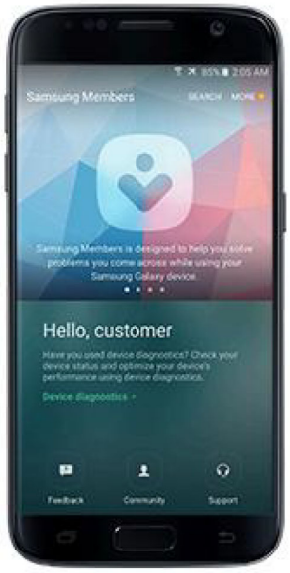
Samsung Members App Puts Galaxy Experts at Your Fingertips

on April 8, 2016



People who've bought a Galaxy device want to be sure they're getting the most out of it, which is why Samsung has introduced the Samsung Members app. **Samsung Members** is an all-in-one app that offers a wide range of benefits and customer communication and troubleshooting services for the loyal and passionate users of Galaxy devices around the globe.

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EX-1057
U.S. Patent 9,619,578

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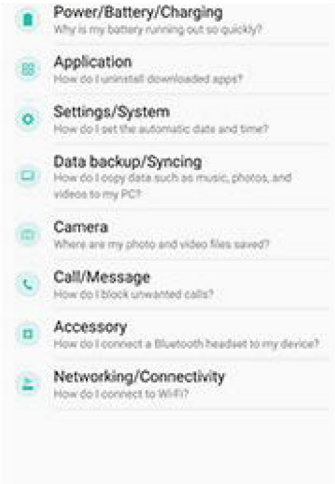
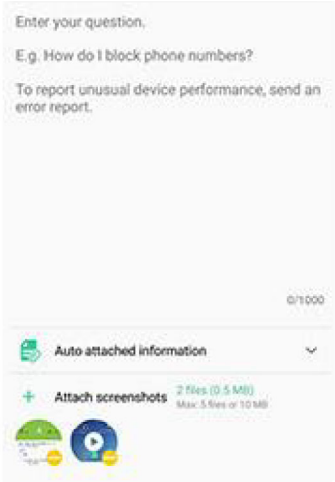
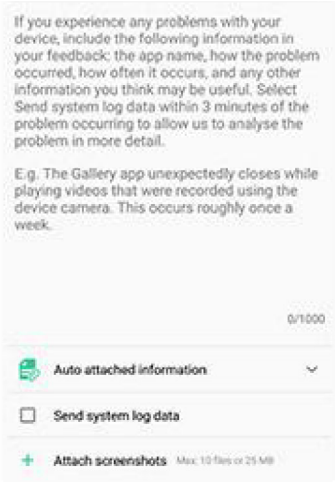
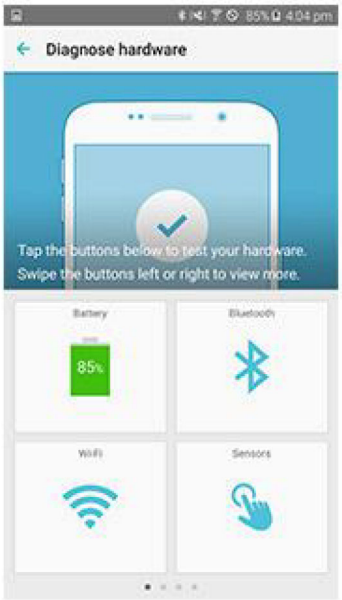


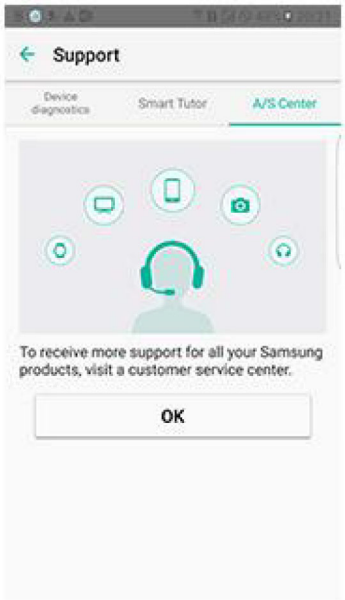




Feedback

Samsung Members offers a variety of feedback and troubleshooting services. There are FAQs for common problems; 1:1 Questions, where users can ask expert advisors; and Error Report, where users directly report suspicious activity on their devices and get fast feedback.





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Support

Support offers three tools to keep a user's Galaxy device working optimally. Device Diagnostics lets people select a number of tests to run on the device, including on the battery, Bluetooth, Wifi or sensors. Depending on the results of those self-diagnostics, the support app may be able to take actions to repair issues automatically.

Smart Tutor lets users get in touch with a live customer service agent for advice and help in analyzing and fixing technical issues. Technical experts can even take control of a device remotely, to perform necessary fixes and changes.

For people who need to get to a service center for more in-depth help with a device, the A/S Center option lets users find the nearest support center and book a reservation.

Community

Community provides a forum for Galaxy users around the world to talk freely with each other about anything related to Samsung products. People can post reviews, tips or just about anything that on their mind about Galaxies on the Free Board. There is also a Suggestion screen, where users can send their advice and ideas to Samsung.

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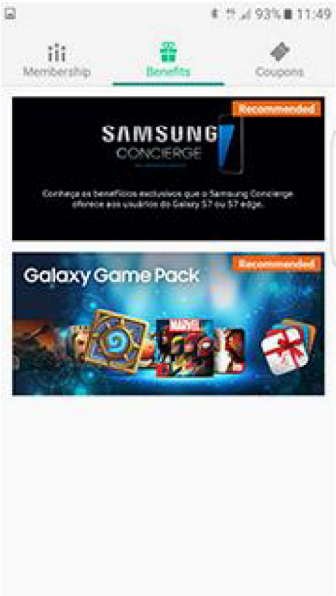
In addition to that range of solution services, Samsung Members offers a rewards program with a variety of benefits and coupons in select countries. Customers can earn various “levels,” and as a user goes up levels, the benefits increase. The Benefits page offers a wide range of coupons that can be used for discounts on repair services at customer service centers or to purchase accessories at Samsung stores.



The Samsung Members app can be downloaded via the Galaxy Apps and

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* The Samsung Members app service may vary by country and device.

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