

44:34

NSSF CUSTOMER SERVICE OFFICER LEVEL 2 ASSESSMENT

Date: Thursday, 6th August 2026

Time: 10:00 am

Duration: 45 Minutes

Instructions.

- **Integrity:** Any form of cheating, collaboration, canvassing, lobbying, or use of unauthorized materials will result in immediate disqualification.
- **BIO Data:** Complete the mandatory BIO Data section accurately before starting the assessment. These are mandatory fields and failure to input these correctly could lead to disqualification
- **Assessment Setup:** Ensure you have a quiet environment, a computer or laptop, a reliable power supply, and a stable internet connection.
- **Duration:** The assessment lasts **45 minutes**. The link will open at 10:00 am and close at 10:45 am. The timer starts upon login, and the system will automatically log you out when time expires. Submit your responses **before the timer ends**.
- **Email Address:** Use only the email address on which you received this assessment link. The assessment is linked to that email only.
- **One Submission Only:** Submit your assessment only once. Multiple submissions or the use of different email addresses will lead to automatic disqualification.
- **During the Assessment:** Close all unnecessary browser tabs and applications before you begin. Do not navigate away from the assessment window, as this may affect your submission or score.
- **Answering Questions:** Base your answers only on the information provided in each question, graphic, or table.
- **Results:** Your score will be displayed upon submission. Successful candidates will be contacted within **three (3) weeks** regarding the next stage of the recruitment process.
- No candidates will be expected or hosted at any NSSF premises.

When you submit this form, it will not automatically collect your details like name and email address unless you provide it yourself.

Required

1

FULL NAME:

2

EMAIL:

3

TELEPHONE NUMBER:

4

(1 Point)

Statements:

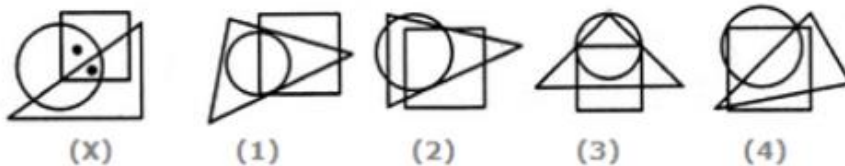
- I. The meteorological Department has issued a statement mentioning deficient rainfall during monsoon in many parts of the country.
- II. The Government has lowered the revised estimated GDP growth from the level of earlier estimates.

- A. Statement I is the cause and statement II is its effect.
- B. Statement II is the cause and statement I is its effect.
- C. Both the statements I and II are independent causes.
- D. Both the statements I and II are effects of independent causes.
- E. Both the statements I and II are effects of some common cause.

5

(1 Point)

Select the figure which satisfies the same conditions of placement of the dots as in Figure-X.



- A. 1
- B. 2
- C. 3
- D. 4

6

(1 Point)

- A. Only I follows
- B. Only II follows
- C. Either I or II follows
- D. Neither I nor II follows
- E. Both I and II follow

7

(1 Point)

Five officers - Amina, Brian, Carol, David and Esther - are assigned one each to Claims, Registration, Complaints, Digital Support and Reception. Brian is assigned to Registration. Esther is not in Reception or Complaints. Carol is in either Claims or Digital Support. David is not in Claims or Reception. Amina is in Reception. If Esther is assigned to Claims, who must be assigned to Complaints?

- A. Brian
- B. Carol
- C. David
- D. Cannot be determined

8

(1 Point)

- A. PRIORITY
- B. AMBER
- C. RED
- D. GREEN

9

(1 Point)

- A. 35
- B. 36
- C. 45
- D. 54

10

(1 Point)

- A. Members generally prefer shorter waiting times
- B. The same branches also added service staff when booking was introduced
- C. Some members booked appointments by phone
- D. Queue times were measured weekly

11

(1 Point)

- A.
- B.
- C.
- D.

12

(1 Point)

A member record shows date of birth 14/09/1994; date of joining 03/06/2018; contribution month 126; current date 31/07/2026. Which item requires verification first?

- A. Date of birth
- B. Date of joining
- C. Contribution months
- D. Current date

13

(1 Point)

Five reports were completed Monday to Friday - Audit, Claims Compliance. Registration. Employer Rules: Audit was before Compliance. Claims was immediately after Employer. Registration was not Friday. Compliance was after Wednesday. Employer was before Registration.

Which report was completed on **Monday**?

- A. Audit
- B. Employer
- C. Registration
- D. Cannot be determined

14

(1 Point)

One morning Udai and Vishal were talking to each other face to face at a crossing. If Vishal's shadow was exactly to the left of Udai, which direction was Udai facing?

- A. East
- B. West
- C. North
- D. South

15

(1 Point)

A policy says: 'A case may be escalated only after identity verification and an attempted first-contact resolution, except where suspected fraud requires immediate escalation.'

Which case is correctly escalated?

- A. Identity verified; no resolution attempted; member is impatient
- B. Identity not verified; resolution attempted; issue is complex
- C. Identity not verified; no resolution attempted; transaction shows strong fraud indicators

D. Identity verified; resolution attempted; officer prefers supervisor review

16

(1 Point)

Exactly one statement is true.

A Brian approved the claim.

B Sarah approved the claim.

C If Peter approved the claim, then Brian did not.

D Peter approved the claim.

Who approved the claim?

A. Brian

B. Sarah

C. Peter

D. Cannot determine

17

(1 Point)

Choose the alternative which is closely resembles the water-image of the given combination

A1M3b

(1) A1M3P

(2) A1M3P

(3) A1M3P

(4) A1M3P

A. 1

B. 2

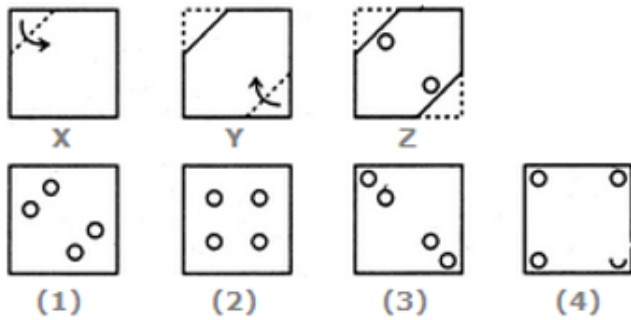
C. 3

D. 4

18

(1 Point)

Choose a figure which would most closely resemble the unfolded form of Figure (Z).



- A. 1
- B. 2
- C. 3
- D. 4

19

(1 Point)

Two records appear below. Which conclusion is most accurate?

Record	Name	Date of birth	Phone	Member no.
A	John Okello	04/02/1983	0782 330 914	M0067312
B	Jon Okello	04/02/1983	0782 330 914	M0067132

- A. They are definitely duplicates
- B. They are definitely different members
- C. They may relate to the same member, but the available information is insufficient and should be verified before merging
- D. The second record should automatically replace the first

20

(1 Point)

A, P, R, X, S and Z are sitting in a row. S and Z are in the centre. A and P are at the ends. R is sitting to the left of A. Who is to the right of P?

- A. A
- B. X
- C. S
- D. Z

21

(1 Point)

Find out which of the figures (1), (2), (3) and (4) can be formed from the pieces given in figure (X).



(X)



(1)

(2)

(3)

(4)

A. 1

B. 2

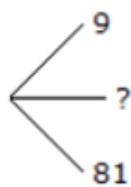
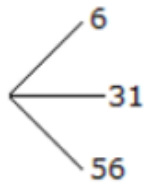
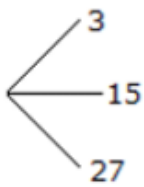
C. 3

D. 4

22

(1 Point)

Which one will replace the question mark?



A. 45

B. 41

C. 32

D. 40

23

(1 Point)

A branch received 1,200 queries. The channel split and first-contact resolution (FCR) rates are shown below. Approximately how many queries were not resolved at first contact?

Channel	Share of queries	FCR rate
Walk-in	45%	78%
Phone	30%	72%
Online	25%	66%

- A. 278
- B. 294
- C. 306
- D. 322

24

(1 Point)

An email states: 'Your complaint was received on 6 August. We shall respond within three working days, by Monday 10 August.' Assume 6 August is a Thursday and there are no public holidays. What is the error?

- A. The response date should be Friday 7 August
- B. The response date should be Tuesday 11 August
- C. The response date should be Wednesday 12 August
- D. There is no error

25

(1 Point)

- A. CRM name: Sarah N. Kato; ID name: Sarah Namuli Kato
- B. CRM phone: 0772 451 809; form phone: 0772 451 890
- C. CRM date of birth: 08/11/1987; ID date of birth: 08/11/1978
- D. CRM address: Ntinda; form address: Bukoto

26

(1 Point)

A is the son of C; C and Q are sisters; Z is the mother of Q and P is the son of Z. Which of the following statements is true?

- A. P and A are cousins

- B. P is the maternal uncle of A
- C. Q is the maternal grandfather of A
- D. C and P are sisters

27

(1 Point)

- A. leshsrench
- B. ochhapl
- C. haploch
- D. haplresbo

28

(1 Point)

- A. 4,681
- B. 4,782
- C. 4,892
- D. 5,006

29

(1 Point)

A CRM note reads: 'Member called on 12 August. Identity verified using two factors. Requested bank detail change. Change completed before receiving supporting bank confirmation. Confirmation received on 13 August.' What is the primary control failure?

- A. The member called instead of visiting
- B. The note was entered before the confirmation arrived
- C. The bank-detail change was completed before mandatory supporting confirmation was received
- D. Two-factor identity verification was insufficient

30

(1 Point)

The table shows duplicate-looking CRM records. Which pair is most likely the same interaction entered twice?

Record	Member no.	Time	Channel	Issue code
1	M104882	09:14	Phone	CLM-07
2	M104828	09:14	Phone	CLM-07
3	M104882	09:16	Phone	CLM-07
4	M104882	14:09	Walk-in	REG-02

- A. Records 1 and 2
- B. Records 1 and 3
- C. Records 2 and 4
- D. Records 3 and 4

31

(1 Point)

- A. 3
- B. 1
- C. 2
- D. 4

32

(1 Point)

Review the branch dashboard. Which branch has the strongest combined result if the priority order is: first, meet the minimum TAT target of 94%; second, among qualifying branches choose the highest satisfaction; third, use the lowest complaint rate as tiebreaker?

Branch	TAT	Satisfaction	Complaint rate
Central	95%	91%	3.8%
East	93%	96%	2.9%
North	96%	89%	2.4%
West	94%	93%	4.1%

- A. Central
- B. East
- C. North
- D. **West**

33

(1 Point)

Fill the blank in the middle of the series or end of the series. SCD, TEF, UGH, ____, WKL

- A. CMN
- B. UJI
- C. **VIJ**
- D. IJT

34

(1 Point)

A branch schedules four activities - briefing, system check, counter setup and queue review - before opening. The system check must occur after the briefing. Queue review must occur immediately before counter setup. Counter setup cannot be last. Which sequence is possible?

- A. Briefing, System check, Queue review, Counter setup
- B. **Queue review, Counter setup, Briefing, System check**
- C. System check, Briefing, Queue review, Counter setup
- D. Briefing, Queue review, System check, Counter setup

35

(1 Point)

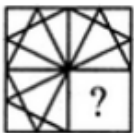
Every complaint is a query. Some escalated queries are complaints. No query closed at first contact is escalated. Which conclusion must be true?

- A. **Some complaints were** not closed at first contact
- B. All complaints were escalated
- C. No complaint was closed at first contact
- D. Some non-complaint queries were escalated

36

(1 Point)

Identify the figure that completes the pattern in figure X.



(X)



(1)



(2)



(3)



(4)

- A. 1
- B. 2
- C. 3
- D. **4**

37

(1 Point)

An officer's satisfaction increased from 82% to 88%, while the response rate fell from 50% to 25%. Which conclusion is most defensible?

- A. Member experience definitely improved
- B. **The higher satisfaction result** should be treated cautiously because fewer members rated the service
- C. The officer served half as many members
- D. The satisfaction increase is invalid and must be discarded

38

(1 Point)

Which one will replace the question mark?

A ₂	C ₄	E ₆
G ₃	I ₅	?
M ₅	O ₉	Q ₁₄

A. L10

B. K15

C. I15

D. K8

39

(1 Point)

Four weekly reports show received and resolved queries. Which week produced the largest reduction in backlog?

Week	Received	Resolved
1	520	545
2	610	646
3	575	603
4	490	521

A. Week 1

B. Week 2

C. Week 3

D. Week 4

40

(1 Point)

In a 100 m race, A can give B 10 m and C 28 m. In the same race B can give C:

A. 18 m

B. 20 m

C. 27 m

D. 9 m

41

(1 Point)

A branch must maintain at least 92% resolution within TAT. It received 675 queries. Thirty-five were correctly excluded from the measure. By the reporting date, 566 measured queries had been resolved within TAT. What is the minimum additional number that must be resolved within TAT to meet the target?

A. 21

B. 22

C. 23

D. 24

42

(1 Point)

Choose the word which is different from the rest.

A. Rigveda

B. Yajurveda

C. Atharvaveda

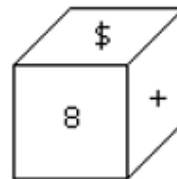
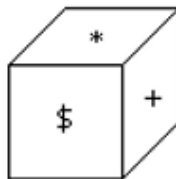
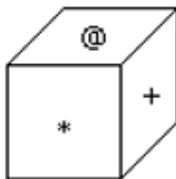
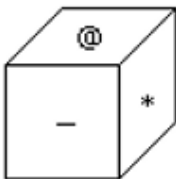
D. Ayurveda

E. Samveda

43

(1 Point)

Which symbol will be on the face opposite to the face with symbol *?



A. @

B. \$

C. 8

D. +

