

Geico Assessment Practice Test Questions and Answers

1. A customer calls upset about their claim being denied. What is your best approach?

- A) Explain that the decision is final and cannot be changed
- B) Listen actively, show empathy, and explain the decision clearly while exploring options
- C) Transfer them immediately to a supervisor
- D) Tell them to file a complaint with the state insurance department

2. When processing insurance applications, what should you prioritize?

- A) Speed over accuracy to meet quotas
- B) Accuracy and attention to detail while maintaining efficiency
- C) Only the most profitable applications
- D) Applications from existing customers only

3. If you notice a potential fraudulent claim, what should you do?

- A) Ignore it if the amount is small
- B) Document your concerns and follow company fraud reporting procedures
- C) Confront the customer directly about the fraud
- D) Approve the claim to avoid conflict

4. How should you handle multiple urgent tasks with competing deadlines?

- A) Work on the easiest tasks first
- B) Prioritize based on urgency and impact, communicate with stakeholders
- C) Ask colleagues to handle some of your work
- D) Focus on one task at a time regardless of deadlines

Answers: 1-B 2-B 3-B 4-B

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