

Meijer Support Call Transcript — MEI-3469

Ticket ID:	MEI-3469	Priority:	High
Created:	2024-06-26 10:50:21	Status:	Open
Store #:	233	Store:	Fairlane Drive, Allen Park
Category:	Loss Prevention	Type:	Fraud Alert
Coordinates:	42.278888, -83.20411854554621	Location Type:	Store

Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

OPENING

Agent: Asset Protection, this is Karen. How can I help you today?

Caller: Hi Karen, this is Daniel White, Assistant Manager at the Fairlane Drive store in Allen Park.

Agent: Hi Daniel, nice to talk to you. How's everything going at the store today?

Caller: It's going, just dealing with a bit of an issue. How about you?

PROBLEM DESCRIPTION

Caller: So, we've got a Fraud Alert that just popped up and I'm not sure what's going on. It says we've got some suspicious activity with our loyalty program.

Agent: Okay, can you tell me more about that? What kind of suspicious activity are we talking about?

Caller: (background noise) Hold on just a sec, Karen... (pause) Okay, sorry about that. So, it looks like we've got some customers who are redeeming rewards that don't seem to be legit.

Agent: I see. And have you noticed any other issues with the loyalty program recently?

Caller: (interruption) Yeah, actually, we've had some customers complaining about their rewards not showing up in their accounts.

Agent: Okay, that's helpful to know. Can you tell me approximately how many customers are affected?

TROUBLESHOOTING/RESOLUTION

Agent: Alright, Daniel, I'm going to go ahead and take a look at this. Given the priority of this issue, I want to make sure we get it resolved ASAP. I've got ticket MEI-3469 created for this issue.

Caller: Great, thanks Karen. What's the next step?

Agent: I'm going to go ahead and escalate this to our loyalty program team. They'll take a closer look and see what's going on. In the meantime, I recommend that you flag any suspicious transactions and hold off on processing any rewards until we get this sorted out.

Agent: I'd say we're looking at a resolution within the next 24-48 hours, depending on what our team finds.

CLOSING

Agent: Just to summarize, Daniel, we've got ticket MEI-3469 open for the Fraud Alert issue at your store. I'll make sure to follow up with you tomorrow to check on the status.

Caller: Sounds good, thanks Karen. I appreciate your help.

Agent: You're welcome, Daniel. We'll get this taken care of. Have a great day and thanks for reaching out to Asset Protection.

Caller: You too, thanks again.