

Meijer Support Call Transcript — MEI-23347

Ticket ID:	MEI-23347	Priority:	Medium
Created:	2025-06-03 06:38:54	Status:	Closed
Store #:	187	Store:	N. Pine Rd., Bay City
Category:	Loss Prevention	Type:	Break-in
Coordinates:	43.582804499999995, -83.8393610765098	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?

Andrew Lee: Hi Karen, this is Andrew Lee, Department Manager at the N. Pine Rd. store in Bay City.

Karen: Hi Andrew, nice to talk to you. How's everything going up in Bay City today?

Andrew Lee: It's going, just dealing with a bit of an issue here. We had a break-in overnight.

****PROBLEM DESCRIPTION****

Andrew Lee: Yeah, so it looks like someone busted in through the front door, and we've got some damage to the storefront. We're still assessing the situation, but it looks like they made off with some cash and a few other items.

Karen: I'm so sorry to hear that, Andrew. Can you tell me more about what happened? Did you guys have any cameras that caught the incident?

Andrew Lee: (background noise) Yeah, we've got footage, but I haven't had a chance to review it yet. (pause) Oh, sorry about that, just dealing with a customer here. Anyway, like I said, it looks like they came in through the front door.

Karen: Okay, got it. And do you have any idea what time this might have happened?

Andrew Lee: Our security team thinks it was around 2 am. We've got a pretty good idea of what was taken, but like I said, we're still figuring out the extent of the damage.

****TROUBLESHOOTING/RESOLUTION****

Karen: Okay, Andrew, I'm going to go ahead and create a ticket for this incident. That'll be MEI-23347. I'm going to mark it as a medium priority, but I want to make sure we get someone out to you ASAP to help with the cleanup and investigation.

Andrew Lee: Sounds good, thanks Karen. We're trying to get everything cleaned up and secured as quickly as possible.

Karen: Absolutely. I'm going to go ahead and notify our loss prevention team, and they'll be in touch with you within the next few hours to discuss next steps. We should have someone out to you by the end of the day to help with the investigation.

Andrew Lee: Okay, that sounds great. Thanks for your help, Karen.

****CLOSING****

Karen: You're welcome, Andrew. Just to summarize, I've created ticket MEI-23347 for the break-in at your store, and our loss prevention team will be in touch with you shortly. We'll get someone out to you today to help with the investigation.

Andrew Lee: Sounds good, thanks again Karen.

Karen: You're welcome, Andrew. If you have any other questions or concerns, don't hesitate to reach out. Have a great day, and I hope everything gets back to normal soon.

Andrew Lee: Thanks, you too. Bye.

Karen: Bye, Andrew.