

Meijer Support Call Transcript — MEI-7308

Ticket ID:	MEI-7308	Priority:	Medium
Created:	2025-04-25 15:52:18	Status:	In progress
Store #:	19	Store:	W. Norton Avenue, Muskegon
Category:	Loss Prevention	Type:	Fraud Alert
Coordinates:	43.193014000000005, -86.26130151207423	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 Emily Taylor, Front End Supervisor at the W. Norton Avenue store in Muskegon. How's your day going?

Agent: Oh, it's going well, thanks for asking, Emily. What can I help you with today?

Caller: Just dealing with the usual chaos on a Friday afternoon, but I need some assistance with a Fraud Alert we received.

PROBLEM DESCRIPTION

Caller: So, we got a notification about a potential fraud issue with one of our transactions, and I'm not sure what to make of it. It says here that there was a suspicious transaction on lane 3 yesterday evening.

Agent: Okay, can you tell me more about the transaction? What kind of product was purchased, and was it a large amount?

Caller: (background noise) Hold on just a sec, Karen... (pause) Okay, sorry about that. It looks like it was a large purchase of gift cards. The amount was over \$500.

Agent: That does sound suspicious. Did the system flag it as a high-risk transaction?

Caller: Yeah, that's what triggered the alert. We're not sure if it's a legitimate purchase or not.

Agent: Okay, I'm going to go ahead and look into this further. Can you confirm the store number and location again?

TROUBLESHOOTING/RESOLUTION

Agent: Alright, Emily, I've located the issue. I'm going to go ahead and create a ticket for this, which will be MEI-7308. I'll also review the transaction footage to see if we can identify any potential fraud.

Caller: Okay, that sounds great. What's the next step?

Agent: I'll work on reviewing the footage and investigating the transaction. If it's confirmed to be fraudulent, we'll take steps to prevent it from happening again in the future.

Agent: I'd say we'll have an update for you within the next 24 to 48 hours. In the meantime, if you notice any other suspicious activity, please don't hesitate to reach out.

CLOSING

Agent: Just to summarize, Emily, I've created ticket MEI-7308 for the Fraud Alert, and I'll be investigating the transaction further. You can expect an update within the next 24 to 48 hours.

Caller: Sounds good, Karen. Thanks for your help.

Agent: You're welcome, Emily. If you have any other questions or concerns, don't hesitate to reach out. Have a great day, and I'll talk to you soon.

Caller: You too, thanks again. Bye.