

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.