

Meijer Support Call Transcript — MEI-3972

Ticket ID:	MEI-3972	Priority:	Low
Created:	2024-12-27 17:23:29	Status:	In progress
Store #:	72	Store:	Belleville Road, Belleville
Category:	Loss Prevention	Type:	Fraud Alert
Coordinates:	42.2321522, -83.48267723549725	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 Sarah Martin, Grocery Manager at the Belleville Road store in Belleville.

Agent: Hi Sarah, nice to talk to you. How's your day going so far?

Caller: It's going alright, just dealing with a few issues. How about you?

PROBLEM DESCRIPTION

Caller: So, I'm calling about a Fraud Alert we received requiring assistance. It looks like we've had some suspicious activity with our loyalty program.

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

Caller: (background noise) Sorry, bear with me for a sec... (pause) Okay, so it looks like we've had a few customers using multiple mPerks accounts to get discounts on the same items. (interruption) Oh, sorry, Karen, can you hold on just a minute? (pause) Okay, I'm back. As I was saying, it's looking like we've got some folks trying to game the system.

Agent: I see. And have you noticed any other unusual activity, like large purchases or anything like that?

Caller: Yeah, actually, we have had some larger than usual purchases of our sale items, like the Buy One Get One Free deals.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Sarah, I'm going to go ahead and take a look at this. I've created a ticket, MEI-3972, to track this issue. Can you tell me when you first noticed this activity?

Caller: Let me check... (pause) Okay, it looks like it started a few days ago, around Christmas.

Agent: Alright, I'm going to go ahead and review our security footage and see if we can identify any patterns. In the meantime, I recommend that you keep an eye on those loyalty program accounts and let me know if you notice anything else suspicious.

Agent: I'll also go ahead and send over some additional training to your team on how to identify and prevent this type of activity.

CLOSING

Agent: Just to summarize, Sarah, I've created ticket MEI-3972 to track this Fraud Alert, and I'll be reviewing our security footage and sending over some additional training to your team. You should hear back from me within the next 24 hours with an update.

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

Agent: You're welcome, Sarah. If you have any other questions or concerns, don't hesitate to reach out. Have a great day!