

# Meijer Support Call Transcript — MEI-25556

Ticket ID:	MEI-25556	Priority:	Medium
Created:	2025-07-11 06:20:40	Status:	In progress
Store #:	19	Store:	W. Norton Avenue, Muskegon
Category:	Loss Prevention	Type:	Break-in
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 Matthew Martin, Team Lead at the W. Norton Avenue store in Muskegon.

Agent: Hi Matthew, nice to talk to you. How's everything going up in Muskegon today?

Caller: Oh, you know, just trying to get through the morning rush. We've got a bit of a situation on our hands, though.

### \*\*PROBLEM DESCRIPTION\*\*

Caller: We had a break-in at our store overnight, and I'm not sure what all was taken. I'm still trying to get a handle on the inventory, but it looks like they made off with some electronics and maybe some pharmacy items.

Agent: I'm so sorry to hear that, Matthew. Can you tell me more about what happened? Was the alarm triggered?

Caller: Yeah, it went off around 2 am, but by the time our security team got here, the perpetrators were already gone. (background noise) Sorry, bear with me for a sec, I've got a manager trying to get my attention... (pause) Okay, sorry about that. Where was I? Oh yeah, so we're not sure what all is missing yet.

Agent: Okay, got it. And just to confirm, there aren't any vendors involved in this incident, correct?

Caller: That's right, no vendors. Just a straight-up break-in.

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent: Okay, Matthew, I'm going to go ahead and create a ticket for this incident. That'll be MEI-25556. I'm going to prioritize this as medium, given the circumstances. Can you please review the security footage and get me a list of what's missing as soon as possible?

Caller: Will do, Karen. I'll get our security team on that right away.

Agent: Great, thanks. I'm going to go ahead and notify our loss prevention team, and we'll get someone out to your store to review the incident and help with the investigation. You can expect someone to be in touch within the next 24 hours.

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

### \*\*CLOSING\*\*

Agent: Just to summarize, Matthew, I've created ticket MEI-25556 for the break-in at your store. We'll have someone in touch with you within the next 24 hours to follow up on the investigation. If you have any further questions or concerns,

don't hesitate to reach out.

Caller: Appreciate it, Karen. Thanks for your help.

Agent: You're welcome, Matthew. Have a great day, and I hope the rest of your morning goes smoothly.

Caller: You too, thanks again.