



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

LETITIA JAMES
ATTORNEY GENERAL

JANE M. AZIA
BUREAU CHIEF
CONSUMER FRAUDS & PROTECTION BUREAU

November 7, 2025

BY OVERNIGHT DELIVERY AND EMAIL

Hannaford Bros. Co., LLC
c/o Corporation Service Company
80 State Street
Albany, New York 12207
mvail@hannaford.com

Re: **NOTICE TO CEASE AND DESIST THE REFUSAL TO ACCEPT
SNAP BENEFITS**

Dear Sir or Madam:

The New York State Office of the Attorney General (the “OAG”) has received reports that retail stores, including Hannaford Bros. Co., LLC d/b/a Hannaford Supermarkets (“Hannaford”), authorized to accept Supplemental Nutrition Assistance Program (“SNAP”) benefits, have refused to do so, even if the funds have already been deposited into the consumers’ electronic benefits (“EBT”) accounts, citing the uncertainty of repayment caused by the federal government shutdown and ongoing litigation surrounding the SNAP program. These circumstances do not relieve you and other authorized retailers of your obligation to treat SNAP beneficiaries equally to consumers paying in cash. Your failure to accept SNAP benefits threatens the health and safety of New Yorkers in need, including children and seniors, and the OAG requests that you immediately resume accepting SNAP benefits from consumers with funds in their EBT accounts.

In New York, SNAP benefits are provided through an EBT card that works like a debit or credit card. Funds are deposited into consumers’ EBT accounts each month. Once those funds have been deposited, they are immediately available to consumers to purchase food at authorized stores. While the federal government is currently withholding benefits set to be delivered on November 1, 2025, funds that were deposited into consumers’ EBT accounts prior to that date are available for use, and authorized SNAP retailers must accept such payments based on, *inter alia*, the retailers’ mandatory obligation to treat SNAP beneficiaries equally to consumers paying in cash. *See, e.g.*, 7 C.F.R. § 278.2(b) (provision of federal regulation entitled “Equal treatment for coupon customers” requiring that SNAP benefits “*shall be* accepted for eligible foods at the same prices and on the same terms and conditions applicable to cash purchases of the same foods

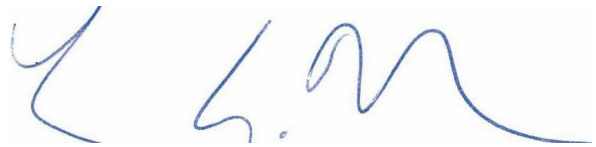
at the same store” and that “[n]o retail food store may single out coupon users for special treatment in any way”) (emphasis added).

Accordingly, the OAG hereby advises you to immediately cease and desist the unlawful refusal to accept SNAP benefits, where such benefits have already been deposited into a consumer’s EBT account.

Pursuant to New York Executive Law § 63(12) and New York General Business Law Article 22-A, the OAG has the authority to investigate and to commence legal action to enjoin deceptive, fraudulent, or illegal business practices, and to obtain restitution, damages, penalties (up to \$5,000 for each violation), and costs whenever a business is engaged in deceptive, fraudulent, or illegal conduct. We request that Hannaford respond promptly to confirm its compliance with this directive. Should you fail to comply with these requirements and refuse to accept SNAP benefits, the OAG reserves all of its rights to take any and all actions deemed warranted under the circumstances.

Please do not hesitate to contact the undersigned Assistant Attorney General if you have any questions or concerns.

Sincerely,

A handwritten signature in blue ink, appearing to read 'C. L. McCall', with a stylized flourish at the end.

Christopher L. McCall
Assistant Attorney General
christopher.mccall@ag.ny.gov
(212) 416-8365

cc: Michael Vail
President
Hannaford Bros. Co., LLC
(via email to mvail@hannaford.com)