



HANNAFORD SUPERMARKETS

Testimony of John Carr
Before the Criminal Justice and Public Safety Committee
In support of L.D. 1773, An Act to Prevent Retail Gift Card Fraud
April 30, 2025

Good morning, Senator Beebe-Center, Representative Hasenfus, and distinguished members of the Criminal Justice and Public Safety Committee:

For the record, my name is John Carr, and I am the Director of Asset Protection at Hannaford Supermarkets. Thank you for the opportunity to testify in support of **LD 1773**, "An Act to Prevent Retail Gift Card Fraud."

In my role, I see firsthand how increasingly sophisticated criminal operations are targeting retail gift cards. Organized groups are stealing inactivated cards from our stores, altering the activation information then returning them to shelves undetected. Once a customer buys and activates a tampered card, the scammers quickly drain the funds, leaving the recipient with a worthless card and the retailer facing difficult refund decisions.

At Hannaford we have experienced multiple cases of gift card fraud in the past year and have invested heavily in trying to detect and prevent these crimes. This type of fraud hurts Maine consumers and puts a financial strain on businesses that often absorb the losses to protect their customers' trust.

Maine is not immune to this type of sophisticated scheme; these groups travel up and down the I-95 corridor with regularity. **LD 1773** represents a measured, proactive step to protect Maine consumers and businesses before the problem becomes even worse.

The tools proposed in this legislation are modest but meaningful. They would assist law enforcement in holding offenders accountable, without creating unnecessary burdens for retailers.

On behalf of Hannaford Supermarkets, I respectfully urge the committee to support **LD 1773**. Maine businesses and consumers deserve protection from organized retail crime and this bill is an important step toward that goal.

Thank you for your time and consideration. I am available to discuss further should you have any questions.

Sincerely,

John Carr

Director, Asset Protection

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