



November 30, 2023

BUSINESS ADVISORY

Retailers Must Follow Federal Law and Treat SNAP Customers Equally

As consumer spending ramps up during the holiday season, the Office of the Attorney General (OAG) is reaching out to District [Supplemental Nutrition Assistance Program](#) (SNAP) retailers to make sure that these businesses are aware of federal requirements regarding SNAP customers' rights.

District residents have raised concerns that some District SNAP retailers are not following federal law when processing qualified SNAP purchases. Businesses should be aware that their SNAP license can be revoked if they are non-compliant with federal requirements.

Customers paying with SNAP cards must be treated the same as all other customers, and businesses that accept SNAP card payments must follow program-specific rules.

SNAP retailers cannot:

- Charge a transaction fee to consumers paying with a SNAP card;
- Set a minimum transaction amount for qualified SNAP purchases;
- Require that consumers have a minimum SNAP card balance in order to make a qualified purchase;
- Require consumers to make a SNAP card balance inquiry before making a purchase.

If SNAP retailers have questions about compliance with federal SNAP regulations, they can contact the U.S. Department of Agriculture by email at RPMDHQ-Web@fns.usda.gov

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