



**Testimony on HB 295
Economic Matters Committee
Maryland House of Delegates
February 2, 2022**

Good afternoon, Chairman Wilson, Vice-Chair Crosby, and members of the committee. My name is Caroline Joiner, Senior Manager of Public Policy at Amazon. Amazon has created more than 29,000 jobs in the state of Maryland. There are also more than 31,000 Maryland small and medium-sized businesses growing their businesses with Amazon.

I appreciate the opportunity to testify in opposition to House Bill 295. HB 295 is not the right approach to fighting organized retail theft. We oppose this bill because it will hurt small businesses that sell online and do nothing to actually prevent fraud and abuse.

Customer trust is central to everything we do at Amazon. Amazon has the processes, technology, and teams in place to protect our sellers and customers by preventing fraudulent activity before it occurs. We leverage advanced technology and expert investigators to verify a potential seller's identity and ensure that only authentic and legal products are sold in our store.

On top of our preventive efforts, we believe a more effective way to stop organized retail theft is to provide greater resources for law enforcement to go after criminals. We have joined forces with Attorneys General in states like Illinois and Utah, establishing retail theft task forces. We also support legislation at the federal level, H.R. 5520, which gives online marketplaces flexibility in how we stop bad actors and does not favor one business model over another. We also think it's important that it establishes a federal standard, preventing an unworkable patchwork of state-level regulations.

Thank you for the opportunity to testify. I'm happy to answer any questions.