

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



P.O. BOX 30736
LANSING, MICHIGAN 48909

DANA NESSEL
ATTORNEY GENERAL

March 13, 2020

Overnight Delivery

Dearborn Fresh Supermarket, LLC
Registered Agent: Wanda Mackie
13661 Colson
Dearborn, MI 48126

Dear Dearborn Fresh Supermarket, LLC and Wanda Mackie:

Re: Dearborn Fresh Supermarket, LLC

This past week, the Attorney General has received 5 consumer complaints against you alleging price-gouging on hand sanitizers. We are working to gather additional evidence regarding these allegations. To the extent your store has elevated prices to exploit the public health emergency related to Coronavirus, be advised we are looking into these allegations.

The allegations in these consumer complaints implicate the following unfair trade practices, as identified in Michigan's Consumer Protection Act:

(z) Charging the consumer a price that is grossly in excess of the price at which similar property or services are sold.

(aa) Causing coercion and duress as the result of the time and nature of a sales presentation.

[MCL 445.903(1).]

To the extent your store is violating these provisions, you should immediately correct your pricing. This will minimize any future liability and penalties.

Dearborn Supermarket, LLC and Wanda Mackie

Page 2

March 13, 2020

Enclosed are the consumer complaints we have received against you. We ask that you provide us a written response to these allegations within ten days. Your response will be considered as the Corporate Oversight Division considers how to proceed with respect to your operation. While it is your choice, we encourage you to consult with an attorney before providing this response.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Fowler", with a long, sweeping horizontal flourish extending to the right.

Darrin F. Fowler

Ashlee N. Lynn

Assistant Attorneys General

Corporate Oversight Division

(517) 335-7632

DFP/cms

Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: 2020-cp03081508786-A

Submitted: 3/8/2020 3:08:34 PM

Consumer Information

Your Last Name: [REDACTED] First Name: Abubakr M.I.:
A
Your Street Address: [REDACTED] City: [REDACTED]
Your State: MI Zip Code: [REDACTED]
Your County: [REDACTED]
Your Home Phone: [REDACTED] Your Work Phone: Ext.:
Fax Number: E-mail Address: [REDACTED]

Primary Company Or Person Your Complaint Is About

Company or Person? Company
Complaine Last Name: Complaine First Name:
Company Name: Dearborn Fresh Supermarket
Street Address: 4910 Middlesex Street City: Dearborn
State: MI Zip Code: 48126
County: Phone:
Fax Number: E-mail Address:
Web Site Address: <http://www.dearbornfreshsupermarket.com/> Product Offered: 8 oz Hand sanitizer
Primary Jurisdiction: Failing to Price Retail Items

Secondary Company Or Person Your Complaint Is About

Company or Person? Company
Complaine Last Name: Complaine First Name:
Company Name:
Street Address: City:
State: MI Zip Code:
County: Phone:
Fax Number: E-mail Address:
Web Site Address:

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year:

Vehicle VIN No.:

Complaint Information

Incident Date\Time: 3/8/2020 12:00:00 PM

Incident Location: 13661 Colson St, Dearborn, MI 48126

Approximate Monetary Value: 10.00

Did you sign a contract? False

Where did you sign this contract?

Is a court action pending? False

Do you have an attorney representing you on this matter? False

Are you willing to testify in court regarding this complaint? True

Did you complain directly to the business? False

What was the response from the business?

If no complaint was given to the business directly, why?

Was this complaint filed with any other agencies? False

Complaint Detail/Inquiry Information

Everyone is afraid of the covid 19 coronavirus. There are no more hand sanitizer in large retailers and small stores. All stores were out of stock. However, the Dearborn fresh supermarket was selling an 8 oz hand sanitizer for a price of 10 dollars. This is clear price gouging during this panic. \$1 hand sanitizer is now \$10. They are causing consumers to panic. This is illegal and against the law. Please look into this matter as soon as possible. Truly inhumane and no regard for the people.

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[True] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[False] Check if you want to sign up for the Consumer Protection Listserv.

[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

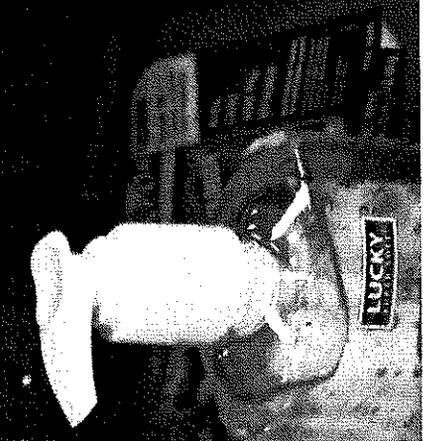
(*I certify that the information on this form is true and accurate to the best of my knowledge.

(*I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.



PURELL HAND SANITIZE
\$4.99

LOW
price
\$4.99



Automobiles • Field Trips • Camping • Ballparks



LUCKY
SUPER SOFT®

2x2 fl. oz. (2x59 mL)
Total 4 fl. oz. (118 mL)

INSTANT
HAND SANITIZER
ADVANCED FORMULA

With Aloe Vera & Moisturizers



LUCKY
SUPER SOFT®

2x2 fl. oz. (2x59 mL)
Total 4 fl. oz. (118 mL)

INSTANT
HAND SANITIZER
ADVANCED FORMULA

With Aloe Vera & Moisturizers



LUCKY
SUPER SOFT®

2x2 fl. oz. (2x59 mL)
Total 4 fl. oz. (118 mL)

INSTANT
HAND SANITIZER
ADVANCED FORMULA

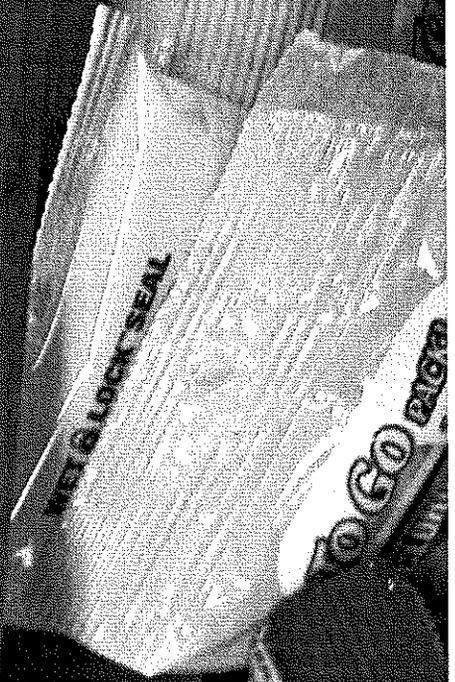
With Aloe Vera & Moisturizers

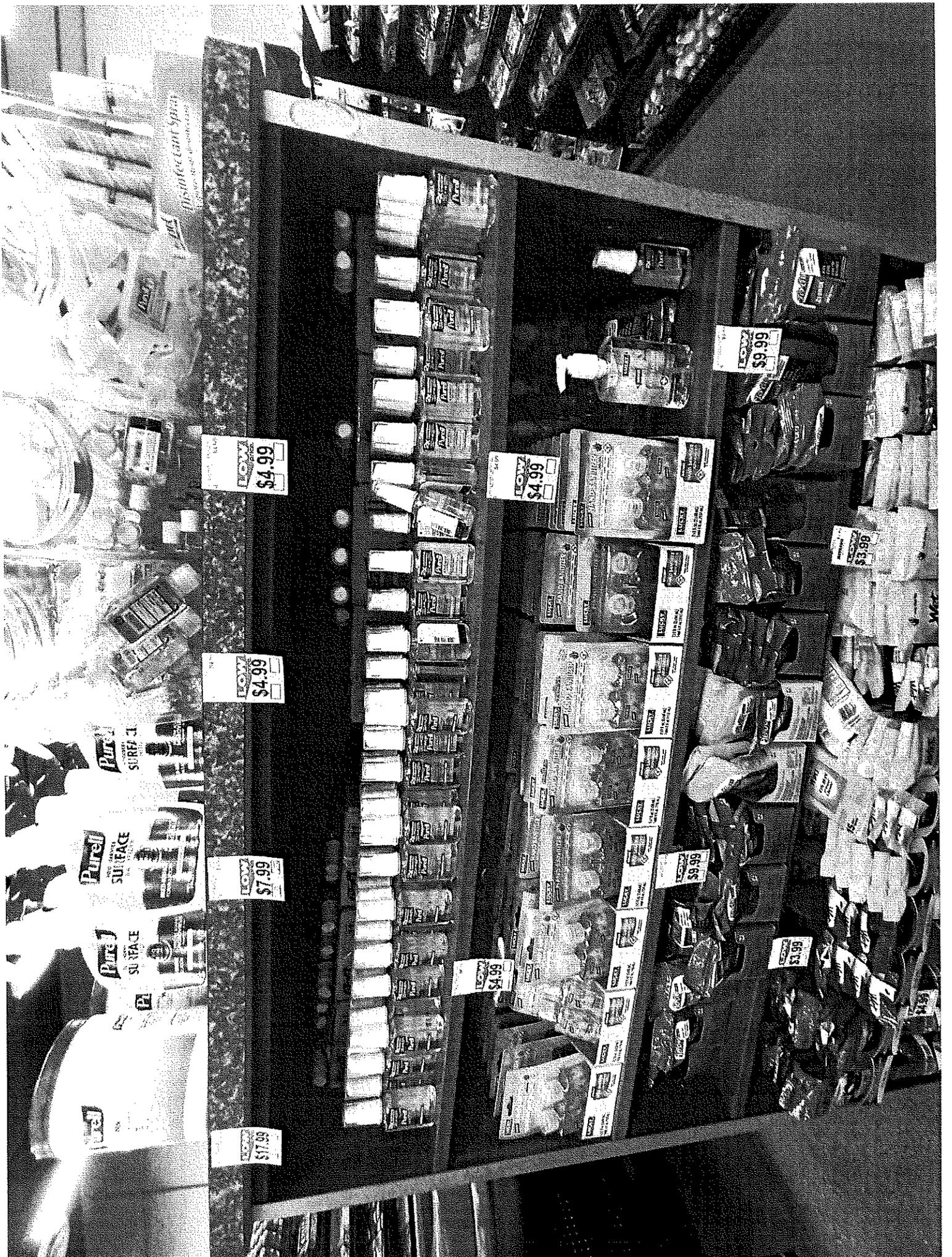


LUCKY'S CLASSIC HAND SANITIZER
REGULAR STRENGTH
\$9.99

LOW
price

\$9.99





Disinfectant Spray

LOWE'S
\$4.99

LOWE'S
\$4.99

LOWE'S
\$7.99

LOWE'S
\$17.99

LOWE'S
\$4.99

LOWE'S
\$4.99

LOWE'S
\$3.99

LOWE'S
\$9.99

LOWE'S
\$3.88

LOWE'S
\$1.99

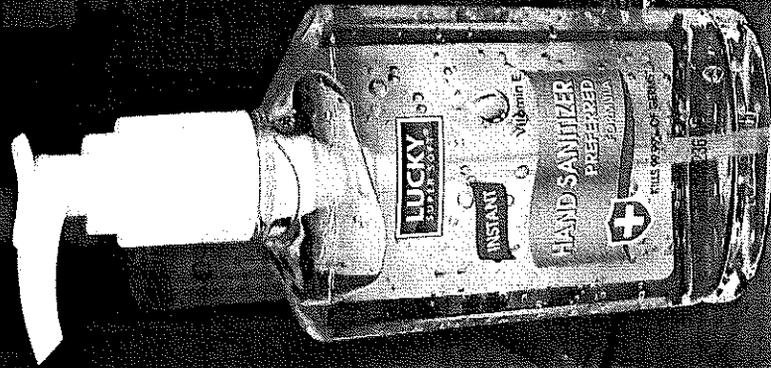
Purell SURFACE DISINFECTANT

Purell SURFACE DISINFECTANT

Purell SURFACE DISINFECTANT

Purell SURFACE DISINFECTANT

LYSOL DISINFECTANT SPRAY



LUCKY 88 CLASSIC HAND SANITIZER
11.5 FL OZ (330 mL)
\$9.99

LOW
price
\$9.99



Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: 2020-cp03111237656-A

Submitted: 3/11/2020 12:37:35 PM

Consumer Information

Your Last Name: [REDACTED]	First Name: Malek	M.I.:
Your Street Address: [REDACTED]	City: [REDACTED]	
Your State: [REDACTED]	Zip Code: [REDACTED]	
Your County: [REDACTED]		
Your Home Phone: [REDACTED]	Your Work Phone:	Ext.:
Fax Number:	E-mail Address: [REDACTED]	

Primary Company Or Person Your Complaint Is About

Company or Person? Company	
Complainee Last Name:	Complainee First Name:
Company Name: Dearborn Fresh Market	City: Dearborn
Street Address: 13661 Calson St	Zip Code: 48126
State: MI	Phone: 3135819900
County: Wayne	E-mail Address:
Fax Number:	Product Offered:
Web Site Address:	
Primary Jurisdiction: None	

Secondary Company Or Person Your Complaint Is About

Company or Person? Company	
Complainee Last Name:	Complainee First Name:
Company Name:	City:
Street Address:	Zip Code:
State: MI	Phone:
County:	E-mail Address:
Fax Number:	
Web Site Address:	

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year:
Vehicle VIN No.:

Complaint Information

Incident Date\Time: 3/11/2020 11:40:00 AM

Incident Location: Dearborn Fresh

Approximate Monetary Value: \$5.29

Did you sign a contract? False

Where did you sign this contract?

Is a court action pending? False

Do you have an attorney representing you on this matter? False

Are you willing to testify in court regarding this complaint? True

Did you complain directly to the business? True

What was the response from the business? Report us

If no complaint was given to the business directly, why?

Was this complaint filed with any other agencies? False

Complaint Detail/Inquiry Information

They are selling 2 Oz bottles of hand Purell sanitizers for \$5.29 are \$2 "savings". I called them asked why and that they will be reported. Their response was to go ahead and report them. I took a picture of the product and receipt.

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[True] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[False] Check if you want to sign up for the Consumer Protection Listserv.

[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

(*)I certify that the information on this form is true and accurate to the best of my knowledge.

(*)I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.

Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: 2020-cp03121059959-A

Submitted: 3/12/2020 10:59:48 AM

Consumer Information

Your Last Name: [REDACTED] First Name: Mariam M.I.:
Your Street Address: [REDACTED] City: [REDACTED]
Your State: [REDACTED] Zip Code: [REDACTED]
Your County: [REDACTED]
Your Home Phone: [REDACTED] Your Work Phone: Ext.:
Fax Number: E-mail Address: [REDACTED]

Primary Company Or Person Your Complaint Is About

Company or Person? Company

Complainee Last Name:

Complainee First Name:

Company Name: Dearborn Fresh Supermarket

Street Address: 13661 Colson St

City: Dearborn

State: MI

Zip Code: 48126

County: Wayne

Phone: 3135819900

Fax Number:

E-mail Address:

Web Site Address: <http://www.dearbornfreshsupermarket.com/>

Product Offered: Hand sanitizer

Primary Jurisdiction: Licensed Business/Person

Secondary Company Or Person Your Complaint Is About

Company or Person? Company

Complainee Last Name:

Complainee First Name:

Company Name:

Street Address:

City:

State: MI

Zip Code:

County:

Phone:

Fax Number:

E-mail Address:

Web Site Address:

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year: MI

Vehicle VIN No.:

Complaint Information

Incident Date\Time: 3/11/2020 10:50:00 AM

Incident Location: Inside building

Approximate Monetary Value:

Did you sign a contract? False

Where did you sign this contract?

Is a court action pending? False

Do you have an attorney representing you on this matter? False

Are you willing to testify in court regarding this complaint? False

Did you complain directly to the business? False

What was the response from the business?

If no complaint was given to the business directly, why? No action would have been done regarding situation.

Was this complaint filed with any other agencies? False

Complaint Detail/Inquiry Information

I visited Dearborn Fresh supermarket to look for hand sanitizer. They had a shelf filled with different kinds. I checked the price labels under the bottle called (Lucky super soft hand sanitizer), and they were \$9.99. When I purchased it a month ago it was \$1.99. Also, I saw they were selling the Purell 1.oz hand sanitizer for \$4.99 where on regular days it's not more than \$.50. These are very unreasonable prices.

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

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[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

(*) I certify that the information on this form is true and accurate to the best of my knowledge.

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Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: 2020-cp03121129277-A

Submitted: 3/12/2020 11:29:32 AM

Consumer Information

Your Last Name: [REDACTED] First Name: Sarah M.I.:
Your Street Address: [REDACTED] City: [REDACTED]
Your State: [REDACTED] Zip Code: [REDACTED]
Your County: [REDACTED]
Your Home Phone: Your Work Phone: Ext.:
Fax Number: E-mail Address: [REDACTED]

Primary Company Or Person Your Complaint Is About

Company or Person? Company

Complainee Last Name:

Complainee First Name:

Company Name: Dearborn Fresh

Street Address: 13661 Colson St.

City: Dearborn

State: MI

Zip Code: 48126

County:

Phone:

Fax Number:

E-mail Address:

Web Site Address:

Product Offered:

Primary Jurisdiction: Licensed Business/Person

Secondary Company Or Person Your Complaint Is About

Company or Person? Company

Complainee Last Name:

Complainee First Name:

Company Name:

Street Address:

City:

State: MI

Zip Code:

County:

Phone:

Fax Number:

E-mail Address:

Web Site Address:

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year:

Vehicle VIN No.:

Complaint Information

Incident Date\Time: 3/12/2020 1:00:00 AM

Incident Location:

Approximate Monetary Value:

Did you sign a contract?

Where did you sign this contract?

Is a court action pending?

Do you have an attorney representing you on this matter?

Are you willing to testify in court regarding this complaint?

Did you complain directly to the business?

What was the response from the business?

If no complaint was given to the business directly, why?

Was this complaint filed with any other agencies?

Complaint Detail/Inquiry Information

As a concerned citizen of Dearborn, I am reporting this reputable grocery store that I often frequent as they are gouging their prices during a trying time where consumers are helpless and panicking. They are selling small bottles of hand sanitizer that retail around \$3-4 anywhere else (Walgreens, rite aids, target, Walmart) for \$9.99. This is price gouging and measures should be taken to ensure that other grocery stores in the area do not follow this trend. East Dearborn is home to many immigrants and older individuals who are not very affluent and this is unacceptable. Please ensure that this grocery store, along with others in the area, are not gouging vulnerable individuals during this time. I would like our state to ensure that this gouging ends in this grocery store and elsewhere.

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[False] Check if you want to sign up for the Consumer Protection Listserv.

[True] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

(*I certify that the information on this form is true and accurate to the best of my knowledge.

(*I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.

From: DoNotReply@michigan.gov <DoNotReply@michigan.gov>
Sent: Thursday, March 12, 2020 9:44 AM
To: MDA-Complaints <MDA-Complaints@michigan.gov>
Subject: Michigan Department of Agriculture Feedback (ContentID - 343986)

subjecttype: Store Price Display

name:

address:

city:

state:

zip:

county:

country:

phone:

email:

estab: Dearborn Fresh Supermarket

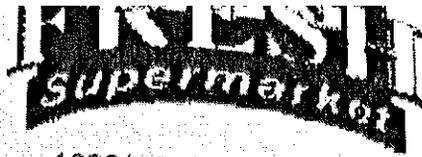
estab_address: 13661 Colson St

estab_city: Dearborn

estab_zip: 48126

datetime: 03/11/2020

message: While shopping at the location, I decided to get some additional cleaning supplies as the recent news of the virus has entered Michigan. This store location is gouging the prices as the need for each item has increased! Below is a list of items and their current shelf pricing. The travel size hand sanitizer is \$4.99 as oppose to the \$1-\$2 regular cost. Travel size Clorox wipes are \$5 2 oz bottles of hand sanitizer is \$10 Small Lysol spray is \$7. I have photos if necessary. See public post on [REDACTED] Facebook profile.



13661 Colson St.
Dearborn, MI 48126
(313) 581 - 9900

03/11/2020
MID: 520003186957
025624

11:40:22
IID: 001

DEBIT CARD
PURCHASE

CARD #: [REDACTED]
Chip Card: [REDACTED] US DEBIT
AID: [REDACTED]
ATC: [REDACTED]
TSI: 6800
TC: [REDACTED] ARC: 790462
INVOICE: AEB2C4E0DF230C2E
Approval Code: 520200010
Entry Method: [REDACTED]
Made: [REDACTED] Chip Read
Issuer-PIN Verified

Total: USD\$ 5.29

APPROVED BY ISSUER

PURELL HAND SANITIZE 6.99 T N
YOU SAVED - 2.00 T N
You Saved on BONUS BUY \$2.00

BALANCE DUE 5.29
Debit Card 5.29
[S] #### #### #### [REDACTED]
EXP. DATE: [REDACTED]
Auth Code - [REDACTED]

Total number of Items sold = 1

AX-CODE	TAXABLE-VAL	TAX-VALUE
SALES TAX	4.99	0.30
CHANGE		0.00
You Save		
TOTAL DISCOUNTS	1	- 2.00
Saved		2.00

CASHIER NAME: Nour B.
CO260 #6110 11:40:25 11MAR2020
S00001 R002

Thank you for shopping with us!
Gift cards now available!



From: Lynn Ashlee (AG)
To: Shultz, Sarah J. (AG)
Subject: FW: Dearborn Fresh Supermarket
Date: Friday, March 13, 2020 1:41:25 PM

From: Mariam [REDACTED]
Sent: Friday, March 13, 2020 1:17 PM
To: Lynn, Ashlee (AG) <LynnA@michigan.gov>
Subject: Re: Dearborn Fresh Supermarket

Good Afternoon,

Yes, I do have a copy of the receipt. I will attach it with this email.
Thank you.



13661 Colson St.
Dearborn, MI 48126
(313) 581 - 9900

03/11/2020
MID: 520003186957
048697

10:52:41
TID: 001

DEBIT CARD
PURCHASE

CARD #:
Chip Card:



10:52:41

AID:
ATC:
TSI: 6800
TC:
INVOICE:
Approval Code:
Entry Method:
Mode:

US DEBIT



Chip Read
Issuer-PIN Verified

Total: USD\$ 7.27

APPROVED BY ISSUER

PURELL HAND SANITIZE	6.99	T N
YOU SAVED	- 2.00	T N
You Saved on BONUS BUY \$2.00		
AL ASEEL CHIPS	0.99	F
AL ASEEL CHIPS	0.99	F

BALANCE DUE	7.27
Debit Card	7.27



Total number of items sold = 3

TAX-CODE	TAXABLE-VAL	TAX-VALUE
MI SALES TAX	4.99	0.30

CHANGE	0.00
--------	------

<u>You Save</u>		
TOTAL DISCOUNTS	1	- 2.00
Saved		2.00

CASHIER NAME: GHADA BEN

C0012

#3090

10:52:44

11MAR2020

S00001

R004

Thank you for shopping with us!

Gift cards now available!

Mariam [REDACTED]

From: Lynn, Ashlee (AG) <LynnA@michigan.gov>

Sent: Friday, March 13, 2020 1:00:38 PM

To: [REDACTED]

Subject: Dearborn Fresh Supermarket

Good Afternoon,

I am in receipt of your consumer complaint against Dearborn Fresh Supermarket. Do you happen to have any documentation, such as a copy of your receipt, that you could provide me?

Sincerely,

Ashlee N. Lynn
Assistant Attorney General
Corporate Oversight Division
(517)835-7632

From: [REDACTED]
To: [OnLine Complaint, CP](#)
Subject: Web Complaint Number 2020-cp03111237656-A
Date: Wednesday, March 11, 2020 12:42:45 PM

To whom it my concern,

This is a follow up email to the complaint submitted for price gouging I believe done by Dearborn Fresh Market.

[REDACTED]