

# 2022 P&G US Annual Gift

## Frequently Asked Questions



### When may I expect to receive my gift?

- Gifts will begin shipping in early November to your residence address on file in P&G's records
- Every attempt will be made to deliver your gift before the holidays, but delivery could extend into the new year.
- Keep in mind that the shipping industry continues to be overloaded (high volume, under-staffing) due to the pandemic.
- Your delivery timing may vary from that of your neighbor, as gifts are shipped strategically by the carrier.

### Will delivery require a signature?

- The delivery will not require a signature.
- Consider arrangements with a neighbor or relative to retrieve your gift, if necessary.

### How do I confirm my delivery address?

- You may view and update your delivery address via the annual gift portal (<https://annualgift.aerofulfillment.com>)
- The deadline to request a residence address change for gift delivery is September 12, 2022.
- Gifts may not be shipped to P&G office locations.

### My address in P&G's system is incorrect. How do I update it?

- Active employees may update their address in Workday. Contact local HR for assistance.
- Retirees and inactive employees may contact Employee Care at 1-833-441-HELP (4357) or email [gethelp.im@pg.com](mailto:gethelp.im@pg.com) to request the address update.

### How can I check the delivery status of my gift?

- You may check the status of your delivery via the annual gift portal (<https://annualgift.aerofulfillment.com>), once tracking information has been made available.
- Note that labels are created several weeks in advance of actual shipment.

### Who can help me if I have not received my gift?

Contact Customer Service @ 888-434-7600 if you have not received your gift by December 5, 2022.

### What if I choose not to participate in the program?

- You may choose to opt out of the program via the portal or by contacting Customer Service directly
- Gift will be donated to a Company-chosen non-profit organization.

### Customer Service

- Monday-Friday, 9 AM – 5 PM ET
- <https://annualgift.aerofulfillment.com>
- 888-434-7600

You will need to provide your full name, 8-digit US employee ID # and mailing address when contacting Customer Service.