



Annual Gift Frequently Asked Questions

My address is incorrect. How do I change it?

- **I want to provide an alternate Canadian shipping address for this year's gift:** Update your address for the 2024 Holiday Gift delivery:
 - ✓ Online at <https://annualgiftcanada.aerofulfillment.com>; or
 - ✓ Contact the Holiday Gift Customer Service at 1-866-614-8305 (for English) or 1-833-441-4357 (for French) or;
 - ✓ Send a message to HolidayGiftCanada.im@pg.com.
- **My address is incorrect, and I want to update it in the company database:**
You must follow the steps outlined above for the 2024 Holiday Gift delivery address update **AND** contact P&G Employee Care at 1-833-441-HELP (4357) or by email at gethelp.im@pg.com to update your address in the Company database.

What credentials do I use to login to the web portal?

Your current postal code and your P&G employee 8-digit number (Employee ID) will be needed to log in. If your Employee ID does not have 8 digits, please add as many leading zeros as necessary to make it an 8-digit number. If you do not know your P&G employee number, you can call P&G Employee Care at 1-833-441-HELP (4357) for help.

I've been asked to provide my personal email address. How will it be used by the Company?

Your personal email address is being collected for communicating information about the delivery of your Holiday Gift, and other future general communications from P&G, such as the P&G Gives Back charity campaign or the annual retiree communication. Please check the box in the web portal beside your email address or advise the Holiday Gift Customer Service agent at 1-866-614-8305 or HolidayGiftCanada.im@pg.com

How do I donate my gift to the United Way, and will the Company provide a tax slip for this donation?

Within the web portal you can indicate that you would like to donate your gift. If you call the Holiday Gift Customer Service Team you can inform them of your choice to donate your gift. Please be advised that no tax receipt will be provided for this donation.

How do I track my gift once it has been shipped?

Once the courier service has prepared your gift for shipping, the tracking information will be added to your record on <https://annualgiftcanada.aerofulfillment.com>. Use this tracking/ PIN number on the courier's website for information on the whereabouts of your package. Most gifts arrive before we can upload the tracking information.

What if I'm not at home when my gift is delivered?

The courier has been instructed to leave the gift if they feel it is safe to do so (this is at the discretion of the driver). Otherwise, they will leave a notice of attempted delivery indicating where you can pick up your gift. The courier will typically hold a package for 5 days. Call the number on the notice of delivery if you have specific questions about that location or your delivery.