

Important Information on Bank Account Change Requests

Dear Sir/Madam,

We would like to inform you about S+N internal policy requirements regarding bank account change requests. Our company follows a rigorous supplier's bank account authentication process, aligned with best practices of world-class organizations.

This process is designed to protect S+N from potential fraud while simultaneously safeguarding your receivables.

The authentication is conducted by our Finance and GBS Procurement departments, ensuring that all bank account changes are securely verified.

How Does It Work?

Whenever you request an update to your bank account in our system, we will assign a unique ORO reference ID to your request. You may receive an email notification asking you to log in and to confirm your bank account details and contact information.

A simple and secure process.

- + Secured. You will receive a secure, fully encrypted one-time passcode (OTP) to access the electronic form that requires your validation.
- + Effortless. Your bank account details will be pre-filled in the form.
- + Simple. Verify the details and submit the form.

Have a look at how easy it is!

- 1) Find the email notification that includes a unique ORO ID in the subject line, open it and click on **"Get Started"**. See the example below:

External: - ORO-311 - Smith and Nephew - Bank authentication process 12:04 PM
CAUTION: This email came from an External source. Do not open attachments or click on links if

Dear Valued Smith+Nephew Supplier,

We have received a request to update your bank account details in our system. Please be advised that Smith+Nephew follows a strict and secure authentication process for all supplier banking updates. This protocol aligns with global best practices and is designed to ensure the integrity of our data, protect against fraud, and safeguard your receivables.

To proceed, we kindly ask you to review the attached guidelines, which outline the steps required to meet our validation standards.

Click **Get Started** to initiate the authentication process.

If you have any questions, please reach out to us through the supplier contact form on the official Smith+Nephew website.

Alternatively, once you log in, you can send an email to S+N contact person shown on the electronic form.

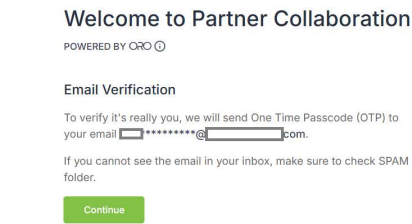
Thank you for your attention and cooperation.

Best regards,
Smith & Nephew team

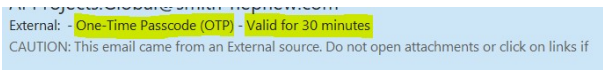
- 1 Payment details
- 2 Contact details

Get started

2) New screen appears. Click **"Continue"** to receive a fully encrypted one-time passcode to your inbox.

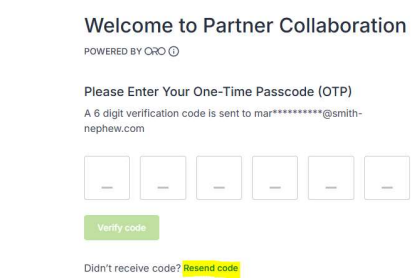


3) Check your inbox for your OTP (one-time passcode) and copy it. If you cannot find the email in your inbox, check your *Junk* or *Spam* folder.

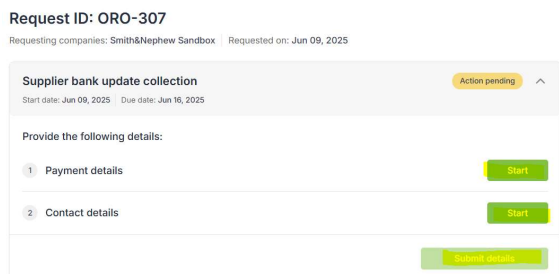


4) If your one-time passcode has expired, click the **"Resend code"** option and check your inbox again for a new code.

Example:



5) Enter your one-time passcode (OTP) and click on **"Verify code"** to access the electronic form. Review two components 1. Payment details. 2. Contact details. Submit the form.



S+N highly appreciate your cooperation in complying with these security measures.

If you have any questions, please reach out to us through the supplier contact form on the official Smith+Nephew website.

Thank you,

