

22 November 2023

Reference: CM026-CTA

Dear Valued Customers,

We are pleased to provide you with an update regarding our business consolidation taking effect on **January 1, 2024**.

As a reminder, on [October 23](#), we announced that the Life Science business of Merck in New Zealand is undergoing a transformation, and the two legal entities Merck Limited and Sigma Aldrich New Zealand Co. are consolidating into a single legal entity, **Merck Life Science Ltd**.

**What you need to do:**

- Please forward this communication to your respective procurement and finance offices
- These changes will require you to update certain administrative processes using information outlined in the addendum below
- Please ensure any outstanding payments are reconciled with the legal entity that issued the invoice
- From January 1, 2024, please direct all new orders to the new entity name, Merck Life Science Ltd and NZBN 9429034928165

**Important Dates:**

To enable the transition there will be a temporary suspension period. Any orders received between December 21, 2023, to January 4, 2024 will be processed after January 5, 2024 when normal business will resume.

December 20, 2023: Last ordering date  
December 21, 2023: Last shipping date  
December 22, 2023: Last invoices issued by current legal entities  
January 5, 2024: Business reopens as Merck Life Science Ltd

**Online Ordering:**

If you order with us online, please be aware of changes that may affect you:

- **Online Ordering Unavailability:** From Close of Business (5pm AEST) on **December 20, 2023, to January 5, 2024**, our online ordering system will be temporarily unavailable. During this period, you will not be able to place orders through [sigmaaldrich.com](http://sigmaaldrich.com)
- **MeComm Website Decommissioning:** From Close of Business (5pm AEST) **December 20, 2023**, the MeComm ([ecom.merck.co.nz](http://ecom.merck.co.nz)) website will be decommissioned. This means that you will no longer be able to access or use this website for any transactions
- **One eCommerce Platform:** Starting from **January 5, 2024**, all eCommerce activities, including orders for products that were previously available on MeComm ([ecom.merck.co.nz](http://ecom.merck.co.nz)), will be conducted exclusively through [sigmaaldrich.com](http://sigmaaldrich.com). Please ensure that you are familiar with this new platform for all your future orders
- **If you only place orders via [sigmaaldrich.com](http://sigmaaldrich.com)**, you can continue to use your login details and password without change
- **If you only place orders via MeComm**, you will shortly receive a separate email on how your account will be transitioned to [sigmaaldrich.com](http://sigmaaldrich.com)



### **B2B and eProcurement Ordering**

Your B2B and/or eProcurement teams have already been working with our integration specialists to consolidate Merck Limited and Sigma Aldrich New Zealand Co. catalogues, ensuring our products remain connected on your platform.

- If you only place orders with Sigma Aldrich New Zealand Co., your ordering process will not change
- If you only place orders with Merck Limited, your account manager will be in contact to guide you through your new ordering process
- If you place orders with both entities, your current Merck Limited catalogue will be decommissioned, and your Sigma Aldrich New Zealand Co. platform will become your exclusive ordering process for all Merck & Sigma products under the new name of Merck Life Science Ltd

### **Ordering documentation**

From January 1, we will simplify our order documentation. The only product code to feature in your quote, order confirmation, delivery note, and invoice will be the product code that features on the label. Please update your system accordingly if you previously recorded the Merck internal material reference number (e.g. 9000...).

We trust that you will continue to enjoy a positive customer experience as we make this transition. Thank you for your loyal business, and we look forward to continuing to serve your needs in the future.

Sincerely,

### **Rebecca Lee**

Managing Director  
Merck Limited  
Sigma Aldrich New Zealand Co.

### **Further information**

Should you have a question, please contact your Account Manager or our Customer Excellence team between the hours of 9:00 am – 5:00 pm (AEST) Mondays to Fridays on the contacts provided below:

#### **Sigma-Aldrich**

NZ Toll free: 0800 93 66 66

Email: [CustomerSupport.ANZ@merckgroup.com](mailto:CustomerSupport.ANZ@merckgroup.com)

Web: [www.sigmaaldrich.com/NZ/en](http://www.sigmaaldrich.com/NZ/en)

#### **Merck**

NZ Toll free: 0800 46 37 25

Email: [CustomerSupport.ANZ@merckgroup.com](mailto:CustomerSupport.ANZ@merckgroup.com)

Web: [www.merckmillipore.com/NZ/en](http://www.merckmillipore.com/NZ/en)



## ADDENDUM

Please prepare for the following changes to our legal entities in New Zealand that will take effect **January 1, 2024**. Please note this information will not be valid or applicable until then.

- ***If you are only a customer of Sigma-Aldrich New Zealand Co.,*** please update the company name and address only.
- ***If you are only a customer of Merck Limited.,*** please create Merck Life Science Ltd as a vendor with the below information.
- ***If you are a customer of both entities,*** please use Sigma-Aldrich New Zealand Co. as the vendor for all your Merck Life Science Ltd. items, then update the company name, and address to Merck Life Science Ltd.

### **Merck Life Science Ltd**

Level 26 PwC Tower, 15 Customs Street West  
Auckland  
1010  
New Zealand

**Company Number:** 1604995

**Business Number:** 9429034928165

**GST No.:** 90148427

*Payment by transfer:*

BANK NAME: JPMorgan Chase Bank, N.A. New Zealand Branch

Account #: 17001122

Swift BIC: CHASNZ2A

### **Please ensure you have the correct contact information:**

#### **Customer Excellence - Life Science**

Tel: 0800 93 66 66

Email: [CustomerSupport.ANZ@merckgroup.com](mailto:CustomerSupport.ANZ@merckgroup.com)

#### **Invoice and Payments**

Email: [AccountsReceivable.ANZ@merckgroup.com](mailto:AccountsReceivable.ANZ@merckgroup.com)

#### **Customer Excellence - Process Solutions**

Phone: 02 9841 0588

Email: [process\\_solutions\\_anz@merckgroup.com](mailto:process_solutions_anz@merckgroup.com)



## **Frequently Asked Questions**

### **What actions do I need to take?**

You will need to inform your procurement and accounts payable teams to update their administrative processes pertaining to our company details. Such actions may include (but are not limited to):

- Creating a new vendor, or
- Changing the vendor code, or
- Amending the existing vendor name and address

### **How will the change affect agreements and invoicing?**

Merck Life Science Ltd. will continue to abide by the terms of any written contract or pricing commitment which our representatives in New Zealand signed or made in writing prior to January 1, 2024, but which extend after that date.

All existing contracts with Merck Limited or Sigma-Aldrich New Zealand Co. will be transferred to Merck Life Science Ltd. If you would prefer an amended contract to reflect Merck Life Science Ltd as the contracting party, please let us know.

After January 1, invoices will be issued by the consolidated legal entity, Merck Life Science Ltd.

### **Are your Terms and Conditions changing?**

No, our Terms and Conditions of Sale are already aligned between Merck Limited and Sigma-Aldrich New Zealand Co.

### **Will there be changes to your websites and eCommerce platforms?**

Yes, all eCommerce for Merck Life Science will move to [www.sigmaaldrich.com](http://www.sigmaaldrich.com), including products previously ordered on [www.merckmillipore.com](http://www.merckmillipore.com).

The sigmaaldrich.com website will display real-time, customer-specific pricing. Web credentials (login and/or password) may change for some users.

During and after the system transition period, customers attempting to order on merckmillipore.com will be redirected to sigmaaldrich.com.

### **Do customers need to make any special arrangements to stock products?**

The integration will not affect how we serve customers and supply products.

### **What happens to orders from old quotations issued before the transition?**

We will honour these quotes, but if you place an order after January 1, 2024, you will need to place the order with the new consolidated legal entity, Merck Life Science Ltd. If you need a new quote with the consolidated legal entity name, a new quote with the same terms will be issued.



## **Data Privacy Notice**

As a result of our corporate reorganisation, in order for us to continue processing your customer data in support of our contractual relationship, it is necessary that we transfer your customer data from Merck Limited to Sigma-Aldrich New Zealand Co. (to be renamed Merck Life Science Ltd). If you object to this transfer, please send an email to [privacy@merckgroup.com](mailto:privacy@merckgroup.com)

## **Your Rights**

As a data subject you have the following rights:

You can request access to your personal data, including the provision of a copy of the personal data undergoing processing.

You can ask us to update or correct any inadequate, incomplete, or inaccurate data.

You can request the erasure of your personal data if the legal requirements are satisfied.

This is the case if:

- your personal data is no longer needed for the purposes of which it was collected;
- the sole legal basis for processing such data was your consent, and you have withdrawn such consent;
- you have objected to processing on the legal grounds relating to your situation, and we cannot prove that there are overriding legitimate grounds for processing;
- your personal data were processed unlawfully; or
- your personal data must be erased to comply with legal requirements.

You can restrict the processing of personal data under certain conditions. The requirements are:

- the accuracy of your personal data is contested by you, and we must verify the accuracy of the personal data;
- the processing is unlawful, but you oppose the erasure of the personal data and request the restriction of their use instead;
- We no longer need the personal data for the purposes of processing, but you require the data to establish, exercise or defend your legal claims;
- you have objected to processing pending the verification of whether our legitimate grounds override your legitimate grounds.

You have the right to data portability, e.g., you can ask us to provide your personal data in a structured, commonly used, and machine-readable format for your use or transfer to another controller.

You can lodge a complaint with a supervisory authority.

Where processing is based on your consent, you have the right to withdraw consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal.

Right to object - to the extent that we are relying on our legitimate interests to use your personal data, you have the right to object to such use, and we must stop such processing unless we can either demonstrate compelling legitimate grounds for the use that override your interests, rights and freedoms or where we need to process the data for the establishment, exercise or defence of legal claims. In addition, you can object to the processing of your personal data for direct marketing purposes, which includes profiling to the extent that it is related to such direct marketing without providing any reason. We will then cease the processing of your personal data for direct marketing purposes.

If you want to exercise any of these rights or have any questions or concerns about how we treat your personal data, please contact [privacy@merckgroup.com](mailto:privacy@merckgroup.com).

