

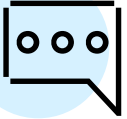


# Frequently Asked Questions



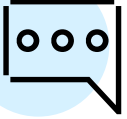
# Frequently Asked Questions

## Reserving a 2026-2027 formula COVID-19 vaccine option from BioNTech and Pfizer\*



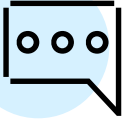
### Who can reserve a 2026-2027 formula COVID-19 vaccine option from BioNTech and Pfizer\* through Pfizer Prime?

Eligible customers<sup>†</sup> can reserve directly from Pfizer. Eligible customers<sup>†</sup> and others also may work with their preferred wholesalers to understand options for reserving a 2026-2027 formula COVID-19 vaccine option from BioNTech and Pfizer.\*



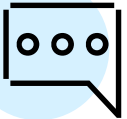
### Can I reserve all COVID-19 vaccine presentations from BioNTech and Pfizer\* through Pfizer Prime?

Eligible customers<sup>†</sup> can reserve anticipated 2026-2027 formula COVID-19 vaccine presentations by BioNTech and Pfizer\* for eligible individuals aged  $\geq 12$  years and for eligible children aged 5 through 11 years.



### What is the Pfizer Prime reservation process?

Pfizer Prime provides registered eligible customers<sup>†</sup> an option to reserve a 2026-2027 formula COVID-19 vaccine option from BioNTech and Pfizer\* directly from Pfizer. Please log into [www.primevaccines.pfizer.com](http://www.primevaccines.pfizer.com) to start the reservation or account-creation process.



### What is the minimum order quantity if reserved via Pfizer Prime?

- For vaccine for eligible individuals aged  $\geq 12$  years: a single box of 10 single-dose, glass prefilled syringes (DO NOT FREEZE)\*
- For vaccine for eligible children aged 5 through 11 years: a single box of 10 single-dose vials (DO NOT DILUTE)\*

\*Product availability subject to FDA regulatory action.

<sup>†</sup>Early reservation discount is available for purchases made directly from Pfizer, subject to terms and conditions. Contact Customer Service at 800-666-7248 to understand if you are eligible for this discount. For purchases through a wholesaler, contact your wholesaler to see if early reservation discounts are available.

FDA = U.S. Food and Drug Administration.



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Pfizer Prime

5-11 Years Presentation

12+ Years Presentation

Reservation Process

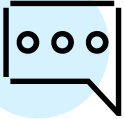
Frequently Asked  
Questions

BIONTECH



# Frequently Asked Questions (cont.)

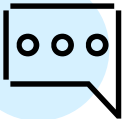
## Modifying orders or shipping schedules



### When will product ship if reserved via Pfizer Prime?

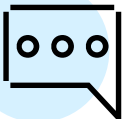
Reserved doses are expected to begin shipping before orders placed in season. The anticipated shipping schedule for reserved doses is:

- 35% of doses ship within 3 weeks of FDA approval
- The next 40% of doses ship within 6 weeks of FDA approval
- The final 25% of doses ship within 8 weeks of FDA approval



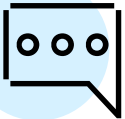
### How do I update or modify shipping schedules, decrease quantities, or cancel reservations already placed in Pfizer Prime?

Customers reserving through Pfizer Prime may modify the shipping schedule directly in Pfizer Prime prior to shipment. To decrease quantity or cancel a reservation, please contact your Pfizer Vaccines Representative or Pfizer Customer Service (800-666-7248) for assistance.



### How do I increase a reservation already placed in Pfizer Prime?

Customers reserving through Pfizer Prime may increase a reservation before July 31, 2026. You may not increase a reservation after this date.



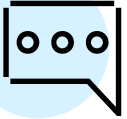
### What is the cancellation policy?

A reservation may be cancelled at any time prior to the shipping of doses. In order to cancel a reservation, please call your Pfizer Vaccines Representative or contact Pfizer Customer Service (800-666-7248) for assistance. Cancellations cannot be honored after shipment. Returns are subject to Pfizer's Seasonal Vaccines Price List and Terms of Sale.



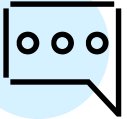
# Frequently Asked Questions (cont.)

## Billing, payment, and returns



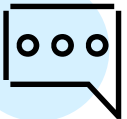
### When will I be billed for product reserved via Pfizer Prime?

Direct orders will not be billed until time of shipment and will not be shipped until after FDA regulatory action. Absent FDA regulatory action, reservations will terminate automatically.



### Is the 2% early reservation discount off contract price available for vaccine orders placed in season?

Pfizer makes a 2% discount off contract price available to eligible customers\* who reserve a 2026-2027 formula COVID-19 vaccine option from BioNTech and Pfizer<sup>†</sup> through Pfizer Prime by July 31, 2026. For those reservations placed by July 31, 2026, subsequent in-season orders will also receive a 2% discount. If eligible customers\* do not reserve prior to July 31, 2026, they will not receive the 2% early reservation discount and will not be eligible for the 2% discount for subsequent in-season orders. For more information regarding the 2% early reservation discount, please refer to Pfizer Prime.



### How will returns be refunded?

For direct orders, either a check or a credit to a customer's Pfizer Prime account, consistent with Pfizer's Seasonal Vaccines Price List, Terms of Sale, and Return Goods Policy.

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Pfizer Prime

5-11 Years Presentation

12+ Years Presentation

Reservation Process

Frequently Asked  
Questions

BIONTECH



**BIONTECH**

Manufactured for BioNTech Manufacturing GmbH  
An der Goldgrube 12  
55131 Mainz, Germany  
Marketing Authorization Holder



Manufactured by  
Pfizer Inc.  
New York, NY 10001

COVID-19 vaccines from BioNTech and Pfizer, which are based on BioNTech proprietary mRNA technology, were developed by both BioNTech and Pfizer.

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