

If you would like to report an Adverse Event or Product Quality Complaint, please use the email address or phone for the country where you are located.

COUNTRY/TERRITORY	MAILBOX	TEAM PHONE
<b>ASIA PACIFIC (APAC)</b>		
AUSTRALIA	localsafetyanz@its.jnj.com	+61 2 9815 3260 (Local Safety Officer) +61 2 9815 3333
BANGLADESH	drug-safety@its.jnj.com	+91 22 6664 6629 (24 hour line)
BRUNEI	drugsafety2@its.jnj.com	+60 19-220 9600
CAMBODIA	drugsafetyth@its.jnj.com	+6681 7536202 +6685 6652200
CHINA – JJP	XJPADEDESK@ITS.JNJ.COM	+86-400 819 1188 (Customer Care Center Hotline)
CHINA - XJP	XJPADEDESK@ITS.JNJ.COM	+86 400-888-9988 (Customer Care Center Hotline)
CHINA - ACTELION	ds.aso.cn@its.jnj.com	+86-400 860 0673 (Customer Care Center Hotline)
HONG KONG	drugsafetyhk@its.jnj.com	+ 852 2738 6147 + 852 2736 1711 (company hotline)
INDIA	drug-safety@its.jnj.com	+91 22 6664 6629 (24 hour line)
INDONESIA	drugsafety@jacid.jnj.com	+62 21 2935 3935 ext 2378
JAPAN	ra-janjp-jp-pv-gaef@its.jnj.com	0120 183 275 (Call center)
LAOS	drugsafetyth@its.jnj.com	+6681 7536202 +6685 6652200
MACAO	drugsafetyhk@its.jnj.com	+ 852 2738 6147 +852 2736 1711 (company hotline)
MALAYSIA	drugsafety2@its.jnj.com	+60 19-220 9600
MALDIVES	drug-safety@its.jnj.com	+91 22 6664 6629 (24 hour line)
MYANMAR	drugsafetyth@its.jnj.com	+6681 7536202 +6685 6652200
NEPAL	drug-safety@its.jnj.com	+91 22 6664 6629 (24 hour line)
NEW ZEALAND	localsafetyanz@its.jnj.com	+61 2 9815 3260 (Local Safety Officer) +61 2 9815 3333
PHILIPPINES	janssendrugsafety_phil@its.jnj.com	+632 8368 8230
SINGAPORE	drugsafetysg@its.jnj.com	+65 9833 9729
SOUTH KOREA	RA-JACKR-DRUG@its.jnj.com	+82 2 2094 4888
SRI LANKA	drug-safety@its.jnj.com	+91 22 6664 6629 (24 hour line)
TAIWAN	RA-JNJTWP-DS@its.jnj.com	N/A (No team phone available)
THAILAND	drugsafetyth@its.jnj.com	+6681 7536202 +6685 6652200
VIETNAM	jacvndrugsafety@its.jnj.com	+84-28-38214828 Ext.1
<b>EUROPE MIDDLE EAST AFRICA (EMEA)</b>		
AFGHANISTAN	GCC-PV2@its.jnj.com	+971 44 297 200 (reception desk) Hotline: +971 55 981 6775
ALBANIA	PVALbania@its.jnj.com	+355 42 347 727
ALGERIA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
ANDORRA	farmacovigilanciaSpain@its.jnj.com	+34 661 421 646 +34 91 722 8100 (reception desk)
ANGOLA	AdverseEventZA@its.jnj.com	+27 11 518 7100
ARMENIA	DrugSafetyRU@its.jnj.com	+7 495 755 8357
AUSTRIA	drugsafety@jacat.jnj.com	+43 1 610 30-0
AZERBAIJAN	DrugSafetyRU@its.jnj.com	+7 495 755 8357
BAHRAIN	GCC-PV2@its.jnj.com	+971 44 297 200 (reception desk) Hotline: +971 55 981 6775
BELARUS	RA-JNJRU-DrugSafetyBY@ITS.JNJ.COM	+7 495 755 8357
BELGIUM	PVBenelux@its.jnj.com	0800 93 377 (national numbers)
BENIN	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
BOSNIA HERZEGOVINA	drug.safety@its.jnj.com	+381 11 3536 811 +381 11 353 6800 (reception desk)
BOTSWANA	AdverseEventZA@its.jnj.com	+27 11 518 7100
BULGARIA	JJSAFETY@its.jnj.com	+359 248 99 400 (reception desk)
BURKINA FASO	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
BURUNDI	RA-CONZACT-PV-KENYA@its.jnj.com	+254 798732175 (Local Safety Officer) +233 591 134 859 (Local Safety Officer back-up)
CAMEROON	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
CAPE VERDE ISLANDS	AdverseEventZA@its.jnj.com	+27 11 518 7100

Adverse Event / Product Quality Complaint Reporting List

If you would like to report an Adverse Event or Product Quality Complaint, please use the email address or phone for the country where you are located.

COUNTRY/TERRITORY	MAILBOX	TEAM PHONE
CENTRAL AFRICAN REPUBLIC	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
CHAD REPUBLIC	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
COMOROS, FED. AND ISLAMIC REPUBLIC	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
CONGO	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
CONGO, THE DEMOCRATIC REPUBLIC OF THE	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
CROATIA	JJSafety@jnocr.jnj.com	+385 16610700 (reception desk) +385 16610776 (Local Safety Officer)
CYPRUS	Farmaco@its.jnj.com	+30 210 8090692 (Local Safety Officer) PV dedicated 24hr phone line: +30 6974800729
CZECH REPUBLIC	Farmakovigilance@its.jnj.com	+420 227 012 227 (reception)
DENMARK	drugsafetynordic@its.jnj.com	+45 4594 8282 (operator) +46 76 1093990 (Local Safety Officer)
DJIBOUTI	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
EGYPT	JACEG-PV@its.jnj.com	+20 1000629760 +20 1282006097
EQUATORIAL GUINEA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
ERITREA	JACEG-PV@its.jnj.com	+20 1000629760
ESTONIA	drugsafetybaltics@its.jnj.com	+372 617 7410 (General office phone)
ETHIOPIA	JACEG-PV@its.jnj.com	+20 1000629760 +20 1282006097
FINLAND	drugsafetynordic@its.jnj.com	+358 20 7531 300 (operator) +46 725 771 059 (Local Safety Officer)
FRANCE (incl. French oversea territories French Guiana, French Polynesia, French Southern Territories, Guadeloupe, Martinique, Mayotte Islands, Reunion, Saint Barthelemy, Saint Martin, Saint Pierre and Miquelon, Wallis and Futuna)	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number) 0800 25 50 75 (national)
GABON	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
GAMBIA	pvnigeria@its.jnj.com	+234 9062540440
GEORGIA	DrugSafetyRU@its.jnj.com	+7 495 755 8357
GERMANY	PVGer@its.jnj.com	+49 2137 955 6291
GHANA	PVGHANA@its.jnj.com	+233 591 134 859 (Local Safety Officer) +234 806 134 0765 (Local Safety Officer back-up)
GREECE	Farmaco@its.jnj.com	+30 210 8090692 (Local Safety Officer) PV dedicated 24hr phone line: +30 6974800729
GUINEA, PEOPLES REVOLUTIONARY	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
GUINEA-BISSAU	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
HUNGARY	Drugsafetyhungary@its.jnj.com	+36 18842826
ICELAND	drugsafetynordic@its.jnj.com	+354 535 7000 (operator) +46 725 771 059 (Local Safety Officer)
IRAN	pvnema@its.jnj.com	+961 151 8700
IRAQ	pvnema@its.jnj.com	+961 151 8700
IRELAND	dsafety@its.jnj.com	+44 1494 567447 +44 8003893640
ISRAEL	pv-israel@its.jnj.com	+972.9.95911111
ITALY	colognofarmacov@jacit.jnj.com	800 688 777 (Toll free) +39 02 25101
IVORY COAST	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
JORDAN	JACEG-PV@its.jnj.com	+20 221291100
KAZAKHSTAN	DrugSafetyKZ@its.jnj.com	+7 727 356 88 11
KENYA	RA-CONZACT-PV-KENYA@its.jnj.com	+254 798732175 (Local Safety Officer) +233 591 134 859 (Local Safety Officer back-up)

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COUNTRY/TERRITORY	MAILBOX	TEAM PHONE
KUWAIT	GCC-PV2@its.jnj.com	Hotline: +971 55 981 6775
KYRGYZSTAN	DrugSafetyRU@its.jnj.com	+7 495 755 8357
LATVIA	drugsafetybaltics@its.jnj.com	+371 6789 3561 (General office phone)
LEBANON	pvnema@its.jnj.com	+961 151 8700
LESOTHO	AdverseEventZA@its.jnj.com	+27 11 518 7100
LIBERIA	pvnigeria@its.jnj.com	+234 9062540440
LIBYA	JACEG-PV@its.jnj.com	+218 214630427 +218 214835125
LIECHTENSTEIN	Pharmacovigilance@jacch.jnj.com	+41 58 231 3434
LITHUANIA	drugsafetybaltics@its.jnj.com	+370 5 278 6888 (General office phone)
LUXEMBOURG	PVBenelux@its.jnj.com	+352 800 29 504
MADAGASCAR	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
MALAWI	AdverseEventZA@its.jnj.com	+27 11 518 7100
MALI	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
MALTA	Farmaco@its.jnj.com	+30 210 8090692 (Local Safety Officer) PV dedicated 24hr phone line: +30 6974800729
MAURITANIA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
MAURITIUS	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
MOLDOVA	DrugSafetyRU@its.jnj.com	+7 495 755 8357
MONACO	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
MONGOLIA	DrugSafetyRU@its.jnj.com	+7 495 755 8357
MONTENEGRO	drug.safety@its.jnj.com	+381 11 353 6800 (reception desk) +381 11 3536 811
MOROCCO	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
MOZAMBIQUE	AdverseEventZA@its.jnj.com	+27 11 518 7100
NAMIBIA	AdverseEventZA@its.jnj.com	+27 11 518 7100
NETHERLANDS	PVBenelux@its.jnj.com	+31 800 242 42 42
NEW CALEDONIA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
NIGER REPUBLIC	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
NIGERIA	PVNIGERIA@its.jnj.com (J&J)	+234 9062540440 (Local Safety Officer)
NORTH MACEDONIA	pvmacedonia@its.jnj.com	+389 231 09 200
NORWAY	drugsafetynordic@its.jnj.com	+47 2412 6500 (operator) +46 725 771 059 (Local Safety Officer)
OMAN	GCC-PV2@its.jnj.com	+971 44 297 200 (reception desk) Hotline: +971 55 981 6775
PAKISTAN	GCC-PV2@its.jnj.com	+971 44 297 200 (reception desk) Hotline: +971 55 981 6775
POLAND	JanssenPVPoland@its.jnj.com	+48 22 237 60 00
PORTUGAL	farmacovigilancia_portugal@its.jnj.com	+351 214368600
QATAR	GCC-PV2@its.jnj.com	+971 44 297 200 (reception desk) Hotline: +971 55 981 6775
ROMANIA	safetyjc-romania@its.jnj.com	+40 212071800 (J&J reception desk) +40 726166591 (Local Safety Officer)
RUSSIA	DrugSafetyRU@its.jnj.com	+7 495 755 8357
RWANDA	RA-CONZACT-PV-KENYA@its.jnj.com	+254 798732175 (Local Safety Officer) +233 591 134 859 (Local Safety Officer back-up)
SAN MARINO	colognofarmacov@jacit.jnj.com	800 688 777 (Toll free) +39 02 25101
SAO TOME AND PRINCIPE	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
SAUDI ARABIA	GCC-PV2@its.jnj.com	+966 114339133 (reception desk) Hotline: +966 540015811
SENEGAL	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
SERBIA	drug.safety@its.jnj.com	+381 11 353 6800 (reception desk) +381 11 3536 811
SEYCHELLES	AdverseEventZA@its.jnj.com	+27 11 518 7100
SIERRA LEONE	pvnigeria@its.jnj.com	+234 9062540440
SLOVAK REPUBLIC	Farmakovigilance@its.jnj.com	+421 232 408 400 (reception desk)
SLOVENIA	JNJ-SI-safety@its.jnj.com	+386 1401 1800
SOMALIA	JACEG-PV@its.jnj.com	+20 1000629760

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COUNTRY/TERRITORY	MAILBOX	TEAM PHONE
<b>SOUTH AFRICA</b>	AdverseEventZA@its.jnj.com	+27 11 518 7100
<b>SPAIN</b>	farmacovigilanciaSpain@its.jnj.com	+34 661 421 646 +34 91 722 8100 (reception desk)
<b>SUDAN</b>	JACEG-PV@its.jnj.com	+20 1000629760
<b>SWAZILAND</b>	AdverseEventZA@its.jnj.com	+27 11 518 7100
<b>SWEDEN</b>	drugsafetynordic@its.jnj.com	+46 86 265 000 (operator) +46 725 771 059 (Local Safety Officer)
<b>SWITZERLAND</b>	Pharmacovigilance@jacch.jnj.com	+41 58 231 3434
<b>SYRIA</b>	pvnema@its.jnj.com	+961 151 8700
<b>TAJIKISTAN</b>	DrugSafetyRU@its.jnj.com	+7 495 755 8357
<b>TANZANIA</b>	AdverseEventZA@its.jnj.com	+27 11 518 7100
<b>TOGO</b>	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
<b>TUNISIA</b>	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
<b>TURKEY</b>	pv-tr@its.jnj.com	+90 216 538 2020
<b>TURKMENISTAN</b>	DrugSafetyRU@its.jnj.com	+7 495 755 8357
<b>UGANDA</b>	AdverseEventZA@its.jnj.com	+27 11 518 7100
<b>UKRAINE</b>	DrugSafetyUA@its.jnj.com	+38 (044) 500 91 31
<b>UNITED ARAB EMIRATES</b>	GCC-PV2@its.jnj.com	+971 44 297 200 (reception desk) Hotline: +971 55 981 6775
<b>UNITED KINGDOM</b>	dsafety@its.jnj.com	+44 1494 567447 +44 8003893640
<b>UZBEKISTAN</b>	DrugSafetyRU@its.jnj.com	+7 495 755 8357
<b>VATICAN CITY STATE</b>	colognofarmacov@jacit.jnj.com	800 688 777 (Toll free) +39 02 25101
<b>YEMEN</b>	GCC-PV2@its.jnj.com	+971 44 297 200 (reception desk) Hotline: +971 55 981 6775
<b>ZAMBIA</b>	AdverseEventZA@its.jnj.com	+27 11 518 7100
<b>ZIMBABWE</b>	AdverseEventZA@its.jnj.com	+27 11 518 7100
<b>LATIN AMERICA (LATAM)</b>		
<b>ANTIGUA BARBUDA</b>	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
<b>ARGENTINA</b>	InfocenterLAS@its.jnj.com	0800 122 0238
<b>ARUBA</b>	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
<b>BAHAMAS</b>	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
<b>BARBADOS</b>	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
<b>BELIZE</b>	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
<b>BERMUDA</b>	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
<b>BOLIVIA, PLURINATIONAL STATE OF</b>	InfocenterLAS@its.jnj.com	800 100 990
<b>BRAZIL</b>	InfocenterBR@its.jnj.com	0800 701 1851
<b>CAYMAN ISLANDS</b>	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
<b>CHILE</b>	InfocenterCL@its.jnj.com	800 835 161
<b>COLOMBIA</b>	InfocenterCO@its.jnj.com	01800 7522231
<b>COSTA RICA</b>	InfocenterCENCA@its.jnj.com	800 0521607
<b>CURACAO</b>	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
<b>DOMINICAN REPUBLIC</b>	InfocenterCENCA@its.jnj.com	+1 8887600103
<b>ECUADOR</b>	InfocenterEC@its.jnj.com	1 800000043
<b>EL SALVADOR</b>	InfocenterCENCA@its.jnj.com	800 6987
<b>GRENADA</b>	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
<b>GUATEMALA</b>	InfocenterCENCA@its.jnj.com	1 8008350399
<b>GUYANA</b>	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
<b>HAITI</b>	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
<b>HONDURAS</b>	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
<b>JAMAICA</b>	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
<b>MEXICO</b>	InfocenterMX@its.jnj.com atencionaclientes@its.jnj.com	+55 54843160 800 444 2285 800 906 2400 (Toll Free)
<b>NICARAGUA</b>	InfocenterCENCA@its.jnj.com	1 8002260464
<b>PANAMA</b>	InfocenterCENCA@its.jnj.com	0-1100-8000521419
<b>PARAGUAY</b>	InfocenterLAS@its.jnj.com	00980 0521 0040
<b>PERU</b>	InfocenterPE@its.jnj.com	0800 00873

**Adverse Event / Product Quality Complaint Reporting List**

If you would like to report an Adverse Event or Product Quality Complaint,  
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COUNTRY/TERRITORY	MAILBOX	TEAM PHONE
<b>SINT MAARTEN</b>	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
<b>ST. LUCIA</b>	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
<b>ST. VINCENT</b>	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
<b>SURINAM</b>	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
<b>TRINIDAD TOBAGO</b>	InfocenterCENCA@its.jnj.com	1 800 8888006156
<b>URUGUAY</b>	InfocenterLAS@its.jnj.com	000 405 296 638
<b>VENEZUELA, BOLIVARIAN REPUBLIC OF</b>	InfocenterCENCA@its.jnj.com	0800 1005742
<b>NORTH AMERICA</b>		
<b>CANADA</b>	dsscan@its.jnj.com	+1 416-382-5105
<b>UNITED STATES OF AMERICA</b>	EZ reporter (electronic complaint report form) on <a href="http://www.janssensafety.com">www.janssensafety.com</a> Back Up if not able to access EZ reporter: MEDinfoCENTER@its.jnj.com	1-800-Janssen (1-800-526-7736)
<b>UNITED STATES OF AMERICA</b>	<b>US only Market Research &amp; Clinical Studies:</b> gms_AE_Inbo@its.jnj.com <b>Outside of US:</b> Respective Country Local Safety Officer (see list per country) <b>PSPs:</b> EZ Reporter (online complaint report form): <a href="http://www.janssensafety.com">www.janssensafety.com</a>	N/A (no phone number available)