

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
ASIA PACIFIC (APAC)		
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, PRC	XJPADEDESK@ITS.JNJ.COM	400 888 9988 (company hotline)
CHINA, PRC - ACTELION	ds.aso.cn@its.jnj.com	400 888 9988 (company hotline)
HONG KONG (China)	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 (China)	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	+63 273688000 00 800-888-111-00 (PLDT line)
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, PROVINCE OF CHINA	RA-JNJTWTP-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
EUROPE MIDDLE EAST AFRICA (EMEA)		
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@jacad.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)

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COUNTRY/TERRITORY	MAILBOX	TEAM PHONE
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
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 back-up)
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)

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COUNTRY/TERRITORY	MAILBOX	TEAM PHONE
HUNGARY	Drugsafetyhungary@its.jnj.com	+36 18842826
ICELAND	drugsafetynordic@its.jnj.com	+354 535 7000 (operator) +46 725 771 059 (Local Safety Officer back-up)
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)
KUWAIT	GCC-PV2@its.jnj.com	+971 44 297 200 (reception desk) 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 9062519191 (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 back-up)
OMAN	GCC-PV2@its.jnj.com	+971 44 297 200 (reception desk) Hotline: +971 55 981 6775

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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
SOUTH AFRICA	AdverseEventZA@its.jnj.com	+27 11 518 7100
SPAIN	farmacovigilanciaSpain@its.jnj.com	+34 661 421 646 +34 91 722 8100 (reception desk)
SUDAN	JACEG-PV@its.jnj.com	+20 1000629760
SWAZILAND	AdverseEventZA@its.jnj.com	+27 11 518 7100
SWEDEN	drugsafetynordic@its.jnj.com	+46 86 265 000 (operator) +46 725 771 059 (Local Safety Officer back-up)
SWITZERLAND	Pharmacovigilance@jacch.jnj.com	+41 58 231 3434
SYRIA	pvnema@its.jnj.com	+961 151 8700
TAJKISTAN	DrugSafetyRU@its.jnj.com	+7 495 755 8357
TANZANIA	AdverseEventZA@its.jnj.com	+27 11 518 7100
TOGO	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
TUNISIA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
TURKEY	pv-tr@its.jnj.com	+90 216 538 2020
TURKMENISTAN	DrugSafetyRU@its.jnj.com	+7 495 755 8357
UGANDA	AdverseEventZA@its.jnj.com	+27 11 518 7100
UKRAINE	DrugSafetyUA@its.jnj.com	+38 (044) 498 08 88
UNITED ARAB EMIRATES	GCC-PV2@its.jnj.com	+971 44 297 200 (reception desk) Hotline: +971 55 981 6775
UNITED KINGDOM	dsafety@its.jnj.com	+44 1494 567447 +44 8003893640
UZBEKISTAN	DrugSafetyRU@its.jnj.com	+7 495 755 8357
VATICAN CITY STATE	colognofarmacov@jacit.jnj.com	800 688 777 (Toll free) +39 02 25101
YEMEN	GCC-PV2@its.jnj.com	+971 44 297 200 (reception desk) Hotline: +971 55 981 6775
ZAMBIA	AdverseEventZA@its.jnj.com	+27 11 518 7100
ZIMBABWE	AdverseEventZA@its.jnj.com	+27 11 518 7100
LATIN AMERICA (LATAM)		
ANTIGUA BARBUDA	infojanssen@janpa.jnj.com	N/A (no phone number available)
ARGENTINA	infojanssen@janar.jnj.com	0800 122 0238

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COUNTRY/TERRITORY	MAILBOX	TEAM PHONE
ARUBA	infojanssen@janpa.jnj.com	N/A (no phone number available)
BAHAMAS	infojanssen@janpa.jnj.com	N/A (no phone number available)
BARBADOS	infojanssen@janpa.jnj.com	N/A (no phone number available)
BELIZE	infojanssen@janpa.jnj.com	N/A (no phone number available)
BERMUDA	infojanssen@janpa.jnj.com	N/A (no phone number available)
BOLIVIA, PLURINATIONAL STATE OF	infojanssen@janar.jnj.com	800 100 990
BRAZIL	sac@janbr.jnj.com safe@janbr.jnj.com	0800 701 1851
CAYMAN ISLANDS	infojanssen@janpa.jnj.com	N/A (no phone number available)
CHILE	infojanssen@jancl.jnj.com	800 835 161
COLOMBIA	infojanssen@janco.jnj.com	01800 7522231
COSTA RICA	infojanssen@janpa.jnj.com	800 0521607
CURACAO	infojanssen@janpa.jnj.com	N/A (no phone number available)
DOMINICAN REPUBLIC	infojanssen@janpa.jnj.com	+1 8887600103
ECUADOR	infojanssen@janec.jnj.com	1 800000043
EL SALVADOR	infojanssen@janpa.jnj.com	800 6987
GRENADA	infojanssen@janpa.jnj.com	N/A (no phone number available)
GUATEMALA	infojanssen@janpa.jnj.com	1 8008350399
GUYANA	infojanssen@janpa.jnj.com	N/A (no phone number available)
HAITI	infojanssen@janpa.jnj.com	N/A (no phone number available)
HONDURAS	infojanssen@janpa.jnj.com	N/A (no phone number available)
JAMAICA	infojanssen@janpa.jnj.com	N/A (no phone number available)
MEXICO	atencionaclientes@its.jnj.com	+55 54843160 800 444 2285 800 906 2400 (Toll Free)
NICARAGUA	infojanssen@janpa.jnj.com	1 8002260464
PANAMA	infojanssen@janpa.jnj.com	0-1100-8000521419
PARAGUAY	infojanssen@janar.jnj.com	00980 0521 0040
PERU	infojanssen@janpe.jnj.com	0800 00873
SINT MAARTEN	infojanssen@janpa.jnj.com	N/A (no phone number available)
ST. LUCIA	infojanssen@janpa.jnj.com	N/A (no phone number available)
ST. VINCENT	infojanssen@janpa.jnj.com	N/A (no phone number available)
SURINAM	infojanssen@janpa.jnj.com	N/A (no phone number available)
TRINIDAD TOBAGO	infojanssen@janpa.jnj.com	1 800 88880006156
URUGUAY	infojanssen@janar.jnj.com	000 405 296 638
VENEZUELA, BOLIVARIAN REPUBLIC OF	infojanssen@janve.jnj.com	0800 1005742
NORTH AMERICA		
CANADA	dsscan@its.jnj.com	+1 416-382-5105
UNITED STATES OF AMERICA	EZ reporter (electronic complaint report form) on www.janssensafety.com	1-800-Janssen (1-800-526-7736)
UNITED STATES OF AMERICA	US only Market Research & Clinical Studies: gms_AE_Inbo@its.jnj.com Outside of US: Respective Country Local Safety Officer (see list per country) PSPs: EZ Reporter (online complaint report form): www.janssensafety.com	N/A (no phone number available)