

If you would like to report an Adverse Event,
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	1800 226 334
BANGLADESH	drug-safety@its.jnj.com	+91 22 6664 6629 (24 hour line)
BRUNEI	drugsafety2@its.jnj.com	03-7661 4500 (reception desk)
CAMBODIA	drugsafetyth@its.jnj.com	+6681 7536202, +6685 6652200
CHINA – J&J Pharmaceuticals	XJPADEDESK@ITS.JNJ.COM	+86-400 819 1188 (Customer Care Center Hotline)
CHINA - Xian Janssen Pharmaceuticals	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 2736 1711 (company hotline), + 852 2738 6147
INDIA	drug-safety@its.jnj.com	+91 22 6664 6629 (24 hour line)
INDONESIA	drugsafety@jacid.jnj.com	+62 21 2935 3935
JAPAN	ra-janjp-jp-pv-gaef@its.jnj.com	0120 183 275 (Call center)
KOREA (SOUTH), REPUBLIC OF	RA-JACKR-DRUG@its.jnj.com	+82 2 2094 4888
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	03-7661 4500 (reception desk)
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	0800 800 806
PHILIPPINES	janssendrugsafety_phil@its.jnj.com	+632 8368 8230
SINGAPORE	drugsafetysg@its.jnj.com	+65 9833 9729
SRI LANKA	drug-safety@its.jnj.com	+91 22 6664 6629 (24 hour line)
TAIWAN	RA-JNJTWTP-DS@its.jnj.com	+886-2-2593-9888
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 international number)
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, drugsafety@janssen.at	+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 11 353 6800 (reception desk), +381 11 3536 811
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	+233 591 134 859 (Local Safety Officer back-up), +254 798732175 (Local Safety Officer)
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 Reporting

Johnson&Johnson

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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 desk)
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 1000627960, +20 1282006097
EQUATORIAL GUINEA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
ERITREA	JACEG-PV@its.jnj.com	+20 1000627960
ESTONIA	drugsafetybaltics@its.jnj.com	+372 617 7410 (General office phone)
ETHIOPIA	JACEG-PV@its.jnj.com	+20 1000627960, +20 1282006097
FINLAND	drugsafetynordic@its.jnj.com	+358 20 753 1300 (operator) , +46 76 1093990 (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	0800255075 (national number), +33 1 5500 4003 (Call Center international number)
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-BISSAU	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
GUINEA, PEOPLES REVOLUTIONARY	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 76 1093990 (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	+39 022 5101, +39 800688777 (Toll free)

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COUNTRY/TERRITORY	MAILBOX	TEAM PHONE
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	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 international number)
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	pvnigeria@its.jnj.com	+234 9062540440
NIGERIA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
NORTH MACEDONIA	pvmacedonia@its.jnj.com, safetyjc-romania@its.jnj.com (for clinical trials)	+389 231 09 200
NORWAY	drugsafetynordic@its.jnj.com	+46 76 1093990 (Local Safety Officer), +47 2412 6500 (operator)
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

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RWANDA	RA-CONZACT-PV-KENYA@its.jnj.com	+233 591 134 859 (Local Safety Officer back-up), +254 798732175 (Local Safety Officer)
SAN MARINO	colognofarmacov@jacit.jnj.com	+39 02 25101, +39 800688777 (Toll free)
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 international number)
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 1 401 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 1000627960
SWAZILAND	AdverseEventZA@its.jnj.com	+27 11 518 7100
SWEDEN	drugsafetynordic@its.jnj.com	+46 76 1093990 (Local Safety Officer), +46 86 265 000 (operator)
SWITZERLAND	Pharmacovigilance@jacch.jnj.com	+41 58231 3434
SYRIA	pvnema@its.jnj.com	+961 151 8700
TAJIKISTAN	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) 500 91 31
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	+39 02 25101, +39 800688777 (Toll free)
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	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
ARGENTINA	InfocenterLAS@its.jnj.com	0800 122 0238
ARUBA	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
BAHAMAS	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
BARBADOS	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
BELIZE	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
BERMUDA	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
BOLIVIA, PLURINATIONAL STATE OF	InfocenterLAS@its.jnj.com	800 100 990
BRAZIL	InfocenterBR@its.jnj.com	0800 701 1851
CAYMAN ISLANDS	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
CHILE	InfocenterCL@its.jnj.com	800 835 161
COLOMBIA	InfocenterCO@its.jnj.com	01800 7522231
COSTA RICA	InfocenterCENCA@its.jnj.com	800 0521607
CURACAO	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
DOMINICAN REPUBLIC	InfocenterCENCA@its.jnj.com	+1 8887600103
ECUADOR	InfocenterEC@its.jnj.com	1 800000043
EL SALVADOR	InfocenterCENCA@its.jnj.com	800 6987

Adverse Event Reporting

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COUNTRY/TERRITORY	MAILBOX	TEAM PHONE
GRENADA	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
GUATEMALA	InfocenterCENCA@its.jnj.com	1 8008350399
GUYANA	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
HAITI	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
HONDURAS	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
JAMAICA	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
MEXICO	atencionacientes@its.jnj.com, InfocenterM	+55 54843160, 800 444 2285, 800 906 2400 (Toll Free)
NICARAGUA	InfocenterCENCA@its.jnj.com	1 8002260464
PANAMA	InfocenterCENCA@its.jnj.com	0-1100-8000521419
PARAGUAY	InfocenterLAS@its.jnj.com	00980 0521 0040
PERU	InfocenterPE@its.jnj.com	0800 00873
SINT MAARTEN	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
ST. LUCIA	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
ST. VINCENT	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
SURINAM	InfocenterCENCA@its.jnj.com	N/A (no phone number available)
TRINIDAD TOBAGO	InfocenterCENCA@its.jnj.com	1 800 88880006156
URUGUAY	InfocenterLAS@its.jnj.com	000 405 296 638
VENEZUELA, BOLIVARIAN REPUBLIC OF	InfocenterCENCA@its.jnj.com, infojanssen@	0800 1005742
NORTH AMERICA		
CANADA	dsscan@its.jnj.com	+1 416-382-5105 +1-800-567-3331 (toll free)
UNITED STATES OF AMERICA	EZ reporter (electronic complaint report form) www.jnjmedicalsafety.com Back Up if not able to access EZ reporter: MEDinfoCENTER@its.jnj.com	877-668-4548 (Preferred # to call to report when unable to report via jnjmedicalsafety.com), Back Up: 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.jnjmedicalsafety.com	N/A (no phone number available)