

Adverse Event / Product Quality Complaint Reporting List

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

REGION	COUNTRY	GROUP MAILBOX	TEAM PHONE	CALL CENTER MAILBOX	CALL CENTER PHONE
ASIA PACIFIC (AP)	AUSTRALIA	DRUGSAFETY@CONAU.JNJ.COM	+61 2 9815 3260	pacific-consumer@its.jnj.com	920-751-5800 ext: 87045
	BANGLADESH	csindia@its.jnj.com	1800 228 111	care@jnindia.com RA-JNJIN-KCARE@its.ini.com	+91 22-41633400
	BHUTAN	csindia@its.jnj.com	1800 228 111	care@jnindia.com RA-JNJIN-KCARE@its.ini.com	+91 22-41633400
	BRUNEI	drugsafety2@its.jnj.com	+6019-220 9600	JNJConsumerCare2@ITS.JNJ.com	801 1063
	CAMBODIA	drugsafetyth@its.jnj.com	+66817536202 +66856652200	jnjcare@its.jnj.com	001-800-888-111-00 1800 333 666
	CHINA, PRC	SA-LSOSJJP@ITS.JNJ.COM	400-820-1880 8008201500 400-820-1500 8008201188 400 888 2060	sjjp@its.jnj.com JJC_consumersevice@its.jnj.com	800 820 1188 8008201500 400-820-1500 8008201188 400 888 2060
	HONG KONG (China)	DrugSafety-03@ITS.JNJ.COM	care@its.jnj.com csindia@its.ini.com	consumer@jnjhk.jnj.com	+886-2-87615996
	INDIA	csindia@its.jnj.com	1800 228 111	care@jnindia.com RA-JNJIN-KCARE@its.ini.com	+91 22-41633400
	INDONESIA	SA-JNJIDJK-DrugSfty@ITS.JNJ.COM	+6221 29353935 ext 2738	konsumen@jnj.com	0800 155 4636
	JAPAN	RA-CONJPTO-CIOMS@ITS.JNJ.com	N/A (No team phone available)	RA-CONJPTO- CONSERV1@ITS.JNJ.com	81-3-4411-7110
	LAOS	drugsafetyth@its.jnj.com	+66817536202 +66856652200	jnjcare@its.jnj.com	001-800-888-111-00 1800 333 666
	MACAO (China)	drugsafety-02@its.jnj.com	+886-2-87615996	consumer@jnjhk.jnj.com	886-2-87615996
	MALAYSIA	drugsafety2@its.jnj.com	+60 19-220 9600	JNJConsumerCare2@ITS.JNJ.com	1800222565
	MYANMAR	drugsafetyth@its.jnj.com	+66817536202 +66856652200	jnjcare@its.jnj.com	001-800-888-111-00 1800 333 666
	MALDIVES	csindia@its.jnj.com	1800 228 111	RA-JNJIN-KCARE@its.jnj.com care@jniindia.com	+91 22-41633400
	MYANMAR	drugsafetyth@its.jnj.com	+66817536202 +66856652200	jnjcare@its.jnj.com	001-800-888-111-00 1800 333 666
	NEPAL	csindia@its.jnj.com	1800 228 111	care@jnindia.com RA-JNJIN-KCARE@its.ini.com	+91 22-41633400
	NEW ZEALAND	DRUGSAFETY@CONAU.JNJ.COM	+61 2 9815 3260	pacific-consumer@its.jnj.com	920-751-5800 ext: 87045
	PHILIPPINES	janssendrugsafety_phil@its.jnj.com	+63273688415 00 800-888-111-00 (PLDT line)	cssph@jnph.jnj.com	00 800 888 111 00
	SINGAPORE	drugsafetysg@its.jnj.com	+65 9833 9729	jnjconsumercare@its.jnj.com	800 6011 460
SOUTH KOREA	RA-JACKR-DRUG@its.jnj.com	+822-2094-4888	DL-JNJKRYS- CONKRSECRSKRCCC@ITS.JNJ.COM	+82-080-023-1414 CHC: +82-080-377-0900 OTC: +82-080-791-1414 +91 22-41633400	
SRI LANKA	csindia@its.jnj.com	1800 228 111	care@its.jnj.com	+91 22-41633400	
TAIWAN, PROVINCE OF CHINA	RA-JNJTWP-DS@its.jnj.com	N/A (No team phone available)	ccctaiwan@its.jnj.com	+886 287615999 +886 266391123	
THAILAND	drugsafetyth@its.jnj.com	+66817536202 +66856652200	jnjcare@its.jnj.com	001-800-888-111-00 1800 333 666	
VIETNAM	jacvndrugsafety@its.jnj.com	+84984722170 (24 hour line)	consumervn@its.jnj.com	1800 1583	
EUROPE, MIDDLE EAST, AFRICA (EMEA)	AFGHANISTAN	GCC-PV2@its.jnj.com	+971 4 429 7377 Hotline: +971 55 981 6775	N/A	N/A
	ALBANIA	PVAlbania@its.jnj.com	+355 42 347 727 - ext 302/305	N/A	N/A
	ALGERIA	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	ANDORRA	farmacovigilanciaSpain@its.jnj.com	+34 661421646 (Local Safety Unit mobile) +34 917228787 (Consumer reception desk)	jnjresponde@its.jnj.com	902101150
	ANGOLA	pharmacovigssa@its.jnj.com	+27 21 710 4008	jnjza@its.jnj.com	+27 21 710 4111
EUROPE, MIDDLE EAST, AFRICA (EMEA)	ARMENIA	safetyru@its.jnj.com	+7 495 758357 2314 (Local Safety Officer)	N/A	+7 495 7265555

Adverse Event / Product Quality Complaint Reporting List

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

REGION	COUNTRY	GROUP MAILBOX	TEAM PHONE	CALL CENTER MAILBOX	CALL CENTER PHONE
	AUSTRIA	drugsafety@conde.jnj.com	+43 1 725 15 0 (reception desk)	jkkunden@its.jnj.com Out-of-Office: info@callpoint.ch	00800 260 260 00 (OTC and medical devices) 00800 555 220 00 (consumer brands) Out-of-Office: +41 800 550 550
	AZERBAIJAN	safetyru@its.jnj.com	+7 495 7558357 2314 (Local Safety Officer)	N/A	+7 495 7265555
	BAHRAIN	GCC-PV2@its.jnj.com	+97144297377 Hotline: +971 559816775	comment@jnjae.jnj.com	+97144297377
	BELARUS	safetyru@its.jnj.com	+375 17 226 43 33 (reception) +7 495 7558357 2314 (Local Safety Officer)	N/A	+7 495 7265555
	BELGIUM	ra-jacbe- aereportingbe@its.jnj.com	+32 (0) 800 93 377	consumer-belgium@its.jnj.com	0800 49 878 Out-of-office: +32 16 271 134
	BENIN	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	BOSNIA HERZEGOVINA	drug.safety@its.jnj.com	+381 11 353 6800 (reception desk) +381 11 353 6811 (LSO)	N/A	N/A
	BOTSWANA	pharmacovigssa@its.jnj.com	+27 21 710 4008	jnza@its.jnj.com	+27 21 710 4111
	BULGARIA	JJSAFETY@its.jnj.com	+359 248 99 400	N/A	N/A
	BURKINA FASO	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	BURUNDI	pvnema@its.jnj.com	+961 1 518700	jnza@its.jnj.com	+27 21 710 4111
	CAMEROON	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+27 21 710 4111
	CAPE VERDE ISLANDS	pharmacovigssa@its.jnj.com	+27 21 710 4008	jnza@its.jnj.com	+27 21 710 4111
	CENTRAL AFRICAN REPUBLIC	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	CHAD REPUBLIC	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	CONGO	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	CONGO, THE DEMOCRATIC REPUBLIC OF THE	pvnema@its.jnj.com	+961 1 518700	jnza@its.jnj.com	+27 21 710 4111
	CROATIA	JJSafety@jnocr.jnj.com	+385 16610700 (reception desk) +385 16610776 (Local Safety Officer)	N/A	N/A
	CYPRUS	Farmaco@its.jnj.com	+30 21 0687 5555 (reception desk) +357 22715000	pharmacovigilance@phadisco.com.c y	+ 357-22-715000
	CZECH REPUBLIC	Farmakovigilance@its.jnj.com	+420 227 012 227 (reception)	dotazy@its.jnj.com	00800 555 220 00
EUROPE, MIDDLE EAST, AFRICA (EMEA)	DENMARK	Safety_SE@its.jnj.com	+45 7020 5212 (operator) +46 86 265 079 (Local Safety Officer)	Nordicconsumerservice@its.jnj.com	Phone: +49 30 755 434 020 Fax: +49 30 755 436 105 Mobile: +49 173 53 34013
	DJIBOUTI	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	EGYPT	JACEG-PV@its.jnj.com	+201000629760 +201000784508	comment@jnjae.jnj.com	+97144297377
	EQUATORIAL GUINEA	RA-JNJFR-PVMA@its.jnj.com	+331 55004197	jnza@its.jnj.com	+27 21 710 4111

Adverse Event / Product Quality Complaint Reporting List

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REGION	COUNTRY	GROUP MAILBOX	TEAM PHONE	CALL CENTER MAILBOX	CALL CENTER PHONE
	ESTONIA	drugsafetybaltics@its.jnj.com	+370 5 2786888 (Local Safety Officer Baltics) +371 67 893 561 (back-up Local Safety Officer Baltics) General office phone: +372 617 7410	info@kodupaber.ee	+372 680 6000
	ETHIOPIA	JACEG-PV@its.jnj.com	+20 1000784508	comment@jnjae.jnj.com	+27 21 710 4111
	FINLAND	drugsafetynordic@its.jnj.com	+46 86 265 079 (Local Safety Officer) 358 207531450 (operator)	Nordicconsumerservice@its.jnj.com	Phone: +49 30 755 434 020 Fax: +49 30 755 436 105 Mobile: +49 173 53 34013
	FRANCE	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number) 00 800 260 260 00 (national)	callcenterjjsbf@its.jnj.com	+33 1 55 00 38 00 (international number) 00800 260 260 00 (national number OTC & for medical devices)
	FRENCH GUIANA	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number) 00 800 260 260 00 (national)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	FRENCH POLYNESIA	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number) 00 800 260 260 00 (national)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	FRENCH SOUTHERN TERRITORIES	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number) 00 800 260 260 00 (national)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	GABON	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	GAMBIA	pvnema@its.jnj.com	+961 1 518700	jnza@its.jnj.com	+27 21 710 4111
	GEORGIA	safetyru@its.jnj.com	+7 495 7558357 2314 (Local Safety Officer)	N/A	+7 495 7265555
	GERMANY	drugsafety@conde.jnj.com	+49 2137 955 6291	jkkunden@its.jnj.com	00800 260 260 00 (OTC and Medical Devices) 00800 555 220 00 (consumer brands)
	GHANA	PVGHANA@its.jnj.com	+233244851014 (Local Safety Officer) +2348061340765 (Local Safety Officer back-up)	jnza@its.jnj.com	+27 21 710 4111
EUROPE, MIDDLE EAST, AFRICA (EMEA)	GREECE	Farmaco@its.jnj.com	+302108090640 +302108090725 PV dedicated 24hr phone line: +30 6074900720	RA-JNIES-CCHellas@its.jnj.com	800-11-22-888
	GUADELOUPE	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number) 00 800 260 260 00 (France national number)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	GUINEA, PEOPLES REVOLUTIONARY	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	GUINEA-BISSAU	RA-JNJFR-PVMA@its.jnj.com	+331 55004197	jnza@its.jnj.com	+27 21 710 4111
	HUNGARY	Drugsafetyhungary@its.jnj.com	+36 18842826	vevoinfo@its.jnj.com	00800 555 220 00

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EUROPE, MIDDLE EAST, AFRICA (EMEA)	ICELAND	Safety_SE@its.jnj.com	+45 7020 5212 (operator) +46 86 265 079 (Local Safety Officer)	Nordicconsumerservice@its.jnj.com	Phone: +49 30 755 434 020 Fax: +49 30 755 436 105 Mobile: +49 173 53 34013
	IRAN	pvnema@its.jnj.com	+961 1 518700	comment@jnjae.jnj.com	+971 44297377
	IRAQ	pvnema@its.jnj.com	+961 1 518700	comment@jnjae.jnj.com	+971 44297377
	IRELAND	pharmacovig@its.jnj.com	+44 (0) 1628 821429	CRC@its.jnj.com	+44 1344 86 4042
	ISRAEL	pv-israel@its.jnj.com	+972.9.95911111	drugsafety@neopharmgroup.com info@meditrend.co.il customers@sch.co.il	Neopharm Group: +972-3- 937-3737 / Fax: +972-3- 937-3770 'Meditrend: +972-9- 9544130 / Fax: +972-9- 7728785 Schestowitz: 1.700.70.93.70 / Fax: +972-
	ITALY	colognofarmacov@jacit.jnj.com	+39 02 25101 800 688 777	consumer@cscit.jnj.com	00800 - 260 260 00 (OTC) 00800 – 555 220 00 (Skincare, Baby, Beauty, WHC)
	IVORY COAST	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	JORDAN	JACEG-PV@its.jnj.com	+20 221291100	comment@jnjae.jnj.com	+27 21 710 4111
	KAZAKHSTAN	safetyru@its.jnj.com	+7 (727) 356-88-11 (Reception)	N/A	+7 727 356 88 11
	KENYA	PVKENYA@its.jnj.com	+254 711223385	jnza@its.jnj.com	+27 21 710 4111
	KUWAIT	GCC-PV2@its.jnj.com	+97144297377	comment@jnjae.jnj.com	+97144297377
	KYRGYZSTAN	safetyru@its.jnj.com	+7 495 7558357 2314 (Local Safety Officer)	N/A	+7 495 7265555
	LATVIA	drugsafetybaltics@its.jnj.com	+370 5 2786888 (Local Safety Officer Baltics) +371 67 893 561 (back- up Local Safety Officer Baltics) General office phone: +371 6789 3561	vilnius@oribalt.com	+370 5 268 8401
	LEBANON	pvnema@its.jnj.com	+961 1 518700	comment@jnjae.jnj.com	+971 44297377
	LESOTHO	pharmacovigssa@its.jnj.com	+27 21 710 4008	jnza@its.jnj.com	+27 21 710 4111
	LIBERIA	pvnema@its.jnj.com	+961 1 518700	jnza@its.jnj.com	+27 21 710 4111
	LIBYA	JACEG-PV@its.jnj.com	+218 917222568	comment@jnjae.jnj.com	+27 21 710 4111
	LIECHTENSTEIN	Pharmacovigilance@jacch.jnj.com	+41 58231 3434	jkkunden@its.jnj.com Out-of-Office: info@callpoint.ch	00800 260 260 00 (OTC and medical devices) 00800 555 220 00 (consumer brands) Out-of-Office: +41 800 550 550
	LITHUANIA	drugsafetybaltics@its.jnj.com	+370 5 2786888 (Local Safety Officer Baltics) +371 67 893 561 (Local Safety Officer Baltics)	RA-JNJPL-ConsumerP@its.jnj.com	00800 – 555 220 00
	LUXEMBOURG	ra-jacbe- aereportingbe@its.jnj.com	+352 800 29 504	consumer-belgium@its.jnj.com	0800 49 878 Out-of-office: +32 16 271 134
MACEDONIA	pvmacedonia@its.jnj.com	+389 231 09 200	N/A	N/A	
MADAGASCAR	RA-JNJFR-PVMA@its.jnj.com	+331 55004197	jnza@its.jnj.com callcenterjjsbf@its.jnj.com (Pevaryl & Fluvermal only)	+27 21 710 4111	
MALAWI	pharmacovigssa@its.jnj.com	+27 21 710 4008	jnza@its.jnj.com	+27 21 710 4111	
MALI	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00	

Adverse Event / Product Quality Complaint Reporting List

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	MALTA	pharmacovig@its.jnj.com	+44 (0) 1628 821429	pharmacovig@its.jnj.com	+44 (0) 1628 821430
	MARTINIQUE	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number) 00 800 260 260 00 (national)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	MAURITANIA	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	MAURITIUS	RA-JNJFR-PVMA@its.jnj.com	+331 55004197	jnjza@its.jnj.com	+27 21 710 4111
	MAYOTTE ISLANDS	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number) 00 800 260 260 00 (national)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	MOLDOVA	safetyru@its.jnj.com	+7 495 7558357 2314 (Local Safety Officer)	N/A	+7 495 7265555
	MONACO	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number) 00 800 260 260 00 (national)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	MONGOLIA	safetyru@its.jnj.com	+7 495 7558357 2314 (Local Safety Officer)	N/A	+7 495 7265555
	MOROCCO	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	MOZAMBIQUE	pharmacovigssa@its.jnj.com	+27 21 710 4008	jnjza@its.jnj.com	+27 21 710 4111
	NAMIBIA	pharmacovigssa@its.jnj.com	+27 21 710 4008	jnjza@its.jnj.com	+27 21 710 4111
	NETHERLANDS	ra-jacbe-aereportingbe@its.jnj.com	+31 (0)800 242 42 42	Consumer-NL@its.jnj.com	0800 49 848 Out-of-office: +32 16 271 134
	NEW CALEDONIA	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number) 00 800 260 260 00 (national)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
EUROPE, MIDDLE EAST, AFRICA (EMEA)	NIGER REPUBLIC	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	NIGERIA	PVNIGERIA@its.jnj.com (J&J)	+234 9062519191 (Local Safety Officer)	jnjza@its.jnj.com	+27 21 710 4111
	NORWAY	Safety_SE@its.jnj.com	+46 86 265 079 (Local Safety Officer) +47 86 265 000 (operator)	Nordicconsumerservice@its.jnj.com	Phone: +49 30 755 434 020 Fax: +49 30 755 436 105 Mobile: +49 173 53 34013
	OMAN	GCC-PV2@its.jnj.com	+97144297377 Hotline: +971 559816775	comment@jnjae.jnj.com	+97144297377
	PAKISTAN	GCC-PV2@its.jnj.com	+97144297377 Hotline: +971 559816776	N/A	N/A
	POLAND	JanssenPVPoland@its.jnj.com	+48 22 237 60 00	porady@its.jnj.com	00800 555 220 00
	PORTUGAL	RA-JNJPT-farmacovigi@ITS.JNJ.com	+351 214368600	consumer-portugal@its.jnj.com	+351 214351414 +351 214368698
	QATAR	GCC-PV2@its.jnj.com	+97144297377 Hotline: +971 559816775	comment@jnjae.jnj.com	+97144297377
	REUNION	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number) 00 800 260 260 00 (national)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00

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	ROMANIA	safetyjc-romania@its.jnj.com	+40 21 207 1800 (J&J reception desk) +40 726166591 (LSO) +40 731796462 (Back-up LSO)	N/A	N/A
	RUSSIA	safetyru@its.jnj.com	+7 495 7558357 2314 (Local Safety Officer)	N/A	+7 495 7265555
	RWANDA	pvnema@its.jnj.com	+961 1 518700	jnjza@its.jnj.com	+27 21 710 4111
	SAN MARINO	colognofarmacov@jacit.jnj.com	+39 02 25101 800 688 777	consumer@cscit.jnj.com	00800 - 260 260 00 (OTC) 00800 – 555 220 00 (Skincare, Baby, Beauty, WHC)
	SAO TOME AND PRINCIPE	RA-JNJFR-PVMA@its.jnj.com	+331 55004197	jnjza@its.jnj.com	+27 21 710 4111
	SAUDI ARABIA	GCC-PV2@its.jnj.com	+966 114339133 Hotline: +966 540015811	N/A	N/A
	SENEGAL	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	SERBIA	drug.safety@its.jnj.com	+381 11 353 6800 (reception desk) +381 11 353 6811 (LSO)	N/A	N/A
	SEYCHELLES	pharmacovigssa@its.jnj.com	+27 21 710 4008	jnjza@its.jnj.com	+27 21 710 4111
	SIERRA LEONE	pvnema@its.jnj.com	+961 1 518700	jnjza@its.jnj.com	+27 21 710 4111
	SLOVAK REPUBLIC	Farmakovigilance@its.jnj.com	+421 232 408 400 (reception)	dotazy@its.jnj.com	00800 555 220 00
	SLOVENIA	janssen_safety_slo@its.jnj.com	+386 1401 1800	N/A	N/A
EUROPE, MIDDLE EAST, AFRICA (EMEA)	SOMALIA	JACEG-PV@its.jnj.com	N/A (No team phone available)	comment@jnjae.jnj.com	+97144297377
	SOUTH AFRICA	pharmacovigssa@its.jnj.com	+27 21 710 4008	jnjza@its.jnj.com	+27 21 710 4111
	SPAIN	farmacovigilanciaSpain@its.jnj.com	+34 661421646 (Local Safety Unit mobile) +34 917228787 (Consumer reception desk)	jnjresponde@its.jnj.com	902101150
	ST.BARTHELEMY	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number) 00 800 260 260 00 (France national number)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	ST.MARTIN	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number) 00 800 260 260 00 (national)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	ST.PIERRE & MIQUELON	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number) 00 800 260 260 00 (national)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	SUDAN	JACEG-PV@its.jnj.com	+20 221291100	N/A	N/A
	SWAZILAND	pharmacovigssa@its.jnj.com	+27 21 710 4008	jnjza@its.jnj.com	+27 21 710 4111
	SWEDEN	Safety_SE@its.jnj.com	+46 8 503 385 00 (operator) +46 86 265 079 (Local Safety Officer)	Nordicconsumerservice@its.jnj.com	Phone: +49 30 755 434 020 Fax: +49 30 755 436 105 Mobile: +49 173 53 34013

Adverse Event / Product Quality Complaint Reporting List

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

REGION	COUNTRY	GROUP MAILBOX	TEAM PHONE	CALL CENTER MAILBOX	CALL CENTER PHONE
	SWITZERLAND	Pharmacovigilance@jacch.jnj.com	+41 58 231 3434	jkkunden@its.jnj.com Out-of-Office: info@callpoint.ch	00800 260 260 00 (OTC and medical devices) 00800 555 220 00 (consumer brands) Out-of-Office: +41 800 550 550
	SYRIA	pvnema@its.jnj.com	+961 151 8700	comment@jnjae.jnj.com	+971 44297377
	TAJIKISTAN	safetyru@its.jnj.com	+7 495 7558357 2314 (Local Safety Officer)	N/A	+7 495 7265555
	TANZANIA	pharmacovigssa@its.jnj.com	+27 21 710 4008	jnza@its.jnj.com	+27 21 710 4111
	TOGO	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	TUNISIA	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	TURKEY	pv-tr@its.jnj.com	+90 216 538 2383	bilgi@ideal.com.tr	+90 216 465 70 25
	TURKMENISTAN	safetyru@its.jnj.com	+7 495 7558357 2314 (Local Safety Officer)	N/A	+7 495 7265555
	UGANDA	pharmacovigssa@its.jnj.com	+27 21 710 4008	jnza@its.jnj.com	+27 21 710 4111
	UKRAINE	safetyru@its.jnj.com	+38 (044) 498 08 88	safetyru@its.jnj.com	+38 (044) 498 08 88
	UNITED ARAB EMIRATES	GCC-PV2@its.jnj.com	+971 44297377 Hotline: +971 559816775	comment@jnjae.jnj.com	+97144297377
	UNITED KINGDOM	pharmacovig@its.jnj.com	+44 (0) 1628 821429	CRC@its.jnj.com	+44 1344 86 4042
	UZBEKISTAN	safetyru@its.jnj.com	+7 495 7558357 2314 (Local Safety Officer)	N/A	+7 495 7265555
	VATICAN CITY STATE	colognofarmacov@jacit.jnj.com	+39 02 25101 800 688 777	consumer@cscit.jnj.com	00800 - 260 260 00 (OTC) 00800 – 555 220 00 (Skincare, Baby, Beauty, WHC)
	WALLIS AND FUTUNA	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number) 00 800 260 260 00 (France national number)	callcenterjjsbf@its.jnj.com	+ 33 1 55 00 38 00
	YEMEN	GCC-PV2@its.jnj.com	+97144297377 Hotline: +971 559816775	comment@jnjae.jnj.com	+97144297377
	ZAMBIA	pharmacovigssa@its.jnj.com	+27 21 710 4008	jnza@its.jnj.com	+27 21 710 4111
	ZIMBABWE	pharmacovigssa@its.jnj.com	+27 21 710 4008	jnza@its.jnj.com	+27 21 710 4111
	LATIN AMERICA (LA)	ARGENTINA	SafetyLatAmConsumer_OTC@its.jnj.com	0800 122 3333	contactenos@its.jnj.com
BOLIVIA, PLURINATIONAL STATE OF		SafetyLatAmConsumer_OTC@its.jnj.com	810-7411	contactenos@its.jnj.com	810-7411
BRAZIL		SafetyLatAmConsumer_OTC@its.jnj.com	0800 703 6363 (other products) 0800 728 6767 (medicinals)	sacj@its.jnj.com	0800 701 1851
CHILE		SafetyLatAmConsumer_OTC@its.jnj.com	800 40 0235	contactenos@its.jnj.com	800 40 0235
COLOMBIA		SafetyLatAmConsumer_OTC@its.jnj.com	018 000 517 000	consumidor@conco.jnj.com	018 000 517 000
COSTA RICA		SafetyLatAmConsumer_OTC@its.jnj.com	800 542 5306	consumidor@its.jnj.com	800 542 5306
DOMINICAN REPUBLIC		SafetyLatAmConsumer_OTC@its.jnj.com	+1 809 200 1272	consumidor@its.jnj.com	+1 809 200 1272
ECUADOR		SafetyLatAmConsumer_OTC@its.jnj.com	1 800 222 555	pregunta@its.jnj.com	1 800 222 555
EL SALVADOR		SafetyLatAmConsumer_OTC@its.jnj.com	800 6281	consumidor@its.jnj.com	800 6281
GUATEMALA		SafetyLatAmConsumer_OTC@its.jnj.com	1 801 4200011	consumidor@its.jnj.com	1 801 4200011
HONDURAS	SafetyLatAmConsumer_OTC@its.jnj.com	800 25525646	consumidor@its.jnj.com	800 25525646	

Adverse Event / Product Quality Complaint Reporting List

If you would like to report an Adverse Event or Product Quality Complaint,
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REGION	COUNTRY	GROUP MAILBOX	TEAM PHONE	CALL CENTER MAILBOX	CALL CENTER PHONE
	MEXICO	SafetyLatAmConsumer_OTC@its.jnj.com	01800 5526255	consumidor@conmx.jnj.com	01800 5526255
	NICARAGUA	SafetyLatAmConsumer_OTC@its.jnj.com	001-800-2202356	consumidor@its.jnj.com	001-800-2202356
	PANAMA	SafetyLatAmConsumer_OTC@its.jnj.com	800 0011	consumidor@its.jnj.com	800 0011
	PARAGUAY	SafetyLatAmConsumer_OTC@its.jnj.com	615-800	contactenos@its.jnj.com	615-800
	PERU	SafetyLatAmConsumer_OTC@its.jnj.com	0800 53233	consumidor@conpe.jnj.com	0800 53233
	URUGUAY	SafetyLatAmConsumer_OTC@its.jnj.com	0800-2080	jjatencionconsumidor@conur.jnj.com	0800-2080
	VENEZUELA, BOLIVARIAN REPUBLIC OF	SafetyLatAmConsumer_OTC@its.jnj.com	0800 1029335	consumidor@jnjve.jnj.com	0800 1029335
NORTH AMERICA (NA)	CANADA	GPSSI2@its.jnj.com	(800) 361 8068	www.jnjcanada.com Contact Us Page	(800) 361 8068
	UNITED STATES OF AMERICA	RA-MCCUS-MedicalSafe@its.jnj.com	(800) 361 8068	www.jnj.com Contact Us Page	(800) 361 8068