

Adverse Event (AE)/ Product Quality Complaint (PQC)Reporting List

If you would like to report an AE or PQC, please use the Consumer Call Center email/phone for the country where you are located.
For other safety related questions, please reach out to the country Local Safety Unit Mailbox/Team Phone

REGION	COUNTRY/TERRITORY	LOCAL SAFETY UNIT MAILBOX	LOCAL SAFETY UNIT PHONE	CALL CENTER MAILBOX	CALL CENTER PHONE
ASIA PACIFIC (AP)	AUSTRALIA	DRUGSAFETY@CONAU.JNJ.COM	+61 2 9815 3260	RA -CONAUBW-PCCC@ITS.JNJ.com	920-751-5800 ext: 87045
	BANGLADESH	csindia@its.jnj.com	1800 228 111	care@jnjindia.com RA-JNJIN-KCARE@its.jnj.com	+91 22-41633400
	BHUTAN	csindia@its.jnj.com	1800 228 111	care@jnjindia.com RA-JNJIN-KCARE@its.jnj.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 400-888-3060	sjjp@its.jnj.com JJC_consumerservice@its.jnj.com	800 820 1188 8008201500
	HONG KONG (China)	DrugSafety-03@ITS.JNJ.COM	+886-2-87615996	consumer@jnjhk.jnj.com	+886-2-87615996
	INDIA	csindia@its.jnj.com	1800 228 111	care@jnjindia.com RA-JNJIN-KCARE@its.jnj.com	+91 22-41633400
	INDONESIA	drugsafety@jacid.jnj.com	+6221 29353935 ext 2738	konsumen@jnj.com	0800 155 4636
	JAPAN	dl-conjpto-mausers@its.jnj.com	N/A (No team phone available)	RA-CONJPTO-CONSERV1@ITS.JNJ.com DL-DCLJP-CC-GCCP@its.jnj.com	+81-3-4411-7556 (Fax) +81-46-203-9640 (Phone) + 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
	MALDIVES	csindia@its.jnj.com	1800 228 111	RA-JNJIN-KCARE@its.jnj.com care@jnjindia.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@jnjindia.com RA-JNJIN-KCARE@its.jnj.com	+91 22-41633400
	NEW ZEALAND	DRUGSAFETY@CONAU.JNJ.COM	+61 2 9815 3260	RA -CONAUBW-PCCC@ITS.JNJ.com	920-751-5800 ext: 87045
	PHILIPPINES	janssendrugsafety_phil@its.jnj.com	+63273688000 00 800-888-111-00 (PLDT line)	cssph@jnjph.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	080-023-1414 CHC: +82-080-377-0900 OTC: +82-080-791-1414
SRI LANKA	csindia@its.jnj.com	1800 228 111	RA-JNJIN-KCARE@its.jnj.com care@jnjindia.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 266391123 +886 287615999	
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 (reception desk) Hotline: +971 55 981 6775	comment@jnjae.jnj.com consumer-menap@its.jnj.com	+971 44297377
	ALBANIA	PVAlbania@its.jnj.com	+355 42 347 727 - ext 302/305	N/A	N/A
EUROPE, MIDDLE EAST, AFRICA (EMEA)	ALGERIA	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+33 1 5500 38 00 (international number) +44 (0)1423854251

Adverse Event (AE)/ Product Quality Complaint (PQC)Reporting List

REGION	COUNTRY/TERRITORY	LOCAL SAFETY UNIT MAILBOX	LOCAL SAFETY UNIT PHONE	CALL CENTER MAILBOX	CALL CENTER PHONE
	ANDORRA	farmacovigilanciaSpain@its.jnj.com	+34 91 722 8100 (reception desk) +34 917228787 (Consumer reception desk) +34661421646 (Local Safety Unit mobile)	jnjresponde@its.jnj.com	90 2101150
	ANGOLA	pharmacovigssa@its.jnj.com	+27 21 710 4008	jnza@its.jnj.com	+27 21 710 4111
	ARMENIA	safetyru@its.jnj.com	+7 495 726 5555	N/A (receipt of calls only, no emails)	+7 495 726 5555
	AUSTRIA	drugsafety@conde.jnj.com	+43 1 725 15 0 (reception desk)	jjkunden@its.jnj.com	00800 260 260 00 (OTC and medical devices) 00800 555 220 00 (consumer brands)
	AZERBAIJAN	safetyru@its.jnj.com	+7 495 726 5555	N/A (receipt of calls only, no emails)	+7 495 726 5555
	BAHRAIN	GCC-PV2@its.jnj.com	+971 4 429 7377 (reception desk) Hotline: +971 55 981 6775	comment@jnjae.jnj.com consumer-menap@its.jnj.com	+971 44297377
	BELARUS	safetyru@its.jnj.com	+375 17 226 43 33 (reception) +7 495 726 5555 (Local Safety Officer)	N/A (receipt of calls only, no emails)	+7 495 726 5555
	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 5500 38 00 (international number)
	BOSNIA HERZEGOVINA	drug.safety@its.jnj.com	+381 11 353 6700 (reception desk) +381 11 3536 811 (Local Safety Officer)	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 (reception desk)	N/A	N/A
	BURKINA FASO	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+33 1 5500 38 00 (international number)
	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 5500 38 00 (international number)
	CHAD REPUBLIC	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+33 1 5500 38 00 (international number)
	COMOROS, FED. AND ISLAMIC REPUBLIC	RA-JNJFR-PVMA@its.jnj.com	+ 971 44297377 (Call Center)	comment@jnjae.jnj.com	+ 971 44297377
	CONGO	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+33 1 5500 38 00 (international number)
EUROPE, MIDDLE EAST, AFRICA (EMEA)	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

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REGION	COUNTRY/TERRITORY	LOCAL SAFETY UNIT MAILBOX	LOCAL SAFETY UNIT PHONE	CALL CENTER MAILBOX	CALL CENTER PHONE
	CYPRUS	Farmaco@its.jnj.com	+30 21 0687 5555 (reception desk) +357 22715000	pharmacovigilance@phadisco.com.cy	+ 357-22-715000
	CZECH REPUBLIC	Farmakovigilance@its.jnj.com	+420 227 012 227 (reception)	dotazy@its.jnj.com	00800 555 220 00
	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 5500 38 00 (international number)
	EGYPT	JACEG-PV@its.jnj.com	+20 1000627960 +20 1282006097	comment@jnjae.jnj.com	+971 44297377
	EQUATORIAL GUINEA	RA-JNJFR-PVMA@its.jnj.com	+331 55004197	jnza@its.jnj.com	+27 21 710 4111
	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 1000627960 +20 1282006097	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 &/or 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 5500 38 00 (international number)
	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 5500 38 00 (international number)
	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 5500 38 00 (international number)
	EUROPE, MIDDLE EAST, AFRICA (EMEA)	GABON	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com
GAMBIA		pvnigeria@its.jnj.com	+234 9062540440	jnza@its.jnj.com	+27 21 710 4111
GEORGIA		safetyru@its.jnj.com	+7 495 726 5555	N/A	+7 495 7265555

Adverse Event (AE)/ Product Quality Complaint (PQC)Reporting List

REGION	COUNTRY/TERRITORY	LOCAL SAFETY UNIT MAILBOX	LOCAL SAFETY UNIT PHONE	CALL CENTER MAILBOX	CALL CENTER PHONE	
	GERMANY	drugsafety@conde.jnj.com	+49 2137 955 6291	jjkunden@its.jnj.com	00800 260 260 00 (OTC and Medical Devices) 00800 444 000 44 (Regaine hotline) 00800 555 220 00 (consumer brands) 00800 771 771 77 (Nicorette hotline)	
	GHANA	PVGHANA@its.jnj.com	+233 591 134 859 (Local Safety Officer) +233 806 134 0765 (Local Safety Officer back-up)	jnjza@its.jnj.com	+27 21 710 4111	
	GREECE	Farmaco@its.jnj.com	+30 210 8090640 (Local Safety Officer) +30 210 8090692 (Local Safety Officer back-up) PV dedicated 24hr phone line: +30 6974800729	RA-JNJES-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 5500 38 00 (international number)	
	GUINEA, PEOPLES REVOLUTIONARY	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+33 1 5500 38 00 (international number)	
	GUINEA-BISSAU	RA-JNJFR-PVMA@its.jnj.com	+331 55004197	jnjza@its.jnj.com	+27 21 710 4111	
	HUNGARY	Drugsafetyhungary@its.jnj.com	+36 18842826	vevoinfo@its.jnj.com	00800 555 220 00	
	ICELAND	Safety_SE@its.jnj.com	+354 535 7000 (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) 14947567447	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: +972-3-9228899	
	EUROPE, MIDDLE EAST, AFRICA (EMEA)	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 5500 38 00 (international number)
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		RA-CONZACT-PV-KENYA@its.jnj.com	+254 798 732 175	jnjza@its.jnj.com	+27 21 710 4111	
KUWAIT		GCC-PV2@its.jnj.com	+971 4 429 7377 (reception desk) Hotline: +971 55 981 6775	comment@jnjae.jnj.com consumer-menap@its.jnj.com	+971 44297377	

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REGION	COUNTRY/TERRITORY	LOCAL SAFETY UNIT MAILBOX	LOCAL SAFETY UNIT PHONE	CALL CENTER MAILBOX	CALL CENTER PHONE
	KYRGYZSTAN	safetyru@its.jnj.com	+7 495 726 5555 (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	pvnigeria@its.jnj.com	+234 9062540440	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	jjkunden@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
	MADAGASCAR	RA-JNJFR-PVMA@its.jnj.com	+331 55004197	jnza@its.jnj.com callcenterjjsbf@its.jnj.com (Pevaryl & Fluvermal only)	+27 21 710 4111 +33 1 55 00 38 00 (international number)
	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 5500 38 00 (international number)
	MALTA	pharmacovig@its.jnj.com	+44 (0) 14947567447	pharmacovig@its.jnj.com	+44 (0) 14947567447
	EUROPE, MIDDLE EAST, AFRICA (EMEA)	MARTINIQUE	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number) 00 800 260 260 00 (national)	callcenterjjsbf@its.jnj.com
MAURITANIA		pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+33 1 5500 38 00 (international number)
MAURITIUS		RA-JNJFR-PVMA@its.jnj.com	+331 55004197	jnza@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 5500 38 00 (international number)
MOLDOVA		safetyru@its.jnj.com	+7 495 726 5555 (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 5500 38 00 (international number)
MONGOLIA		safetyru@its.jnj.com	+7 495 726 5555 (Local Safety Officer)	N/A	+7 495 7265555
MONTENEGRO		drug.safety@its.jnj.com	+381 11 353 6700 (reception desk) +381 11 3536 811 (Local Safety Officer)	N/A	N/A

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REGION	COUNTRY/TERRITORY	LOCAL SAFETY UNIT MAILBOX	LOCAL SAFETY UNIT PHONE	CALL CENTER MAILBOX	CALL CENTER PHONE
	MOROCCO	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+33 1 5500 38 00 (international number)
	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 5500 38 00 (international number)
	NIGER REPUBLIC	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+33 1 5500 38 00 (international number)
	NIGERIA	PVNIGERIA@its.jnj.com (J&J)	+234 9062519191 (Local Safety Officer)	jnjza@its.jnj.com	+27 21 710 4111
	NORTH MACEDONIA	pvmacedonia@its.jnj.com	+389 231 09 200	N/A	N/A
	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	+971 4 429 7377 (reception desk) Hotline: +971 55 981 6775	comment@jnjae.jnj.com	+971 44297377
	PAKISTAN	GCC-PV2@its.jnj.com	+971 4 429 7377 (reception desk) Hotline: +971 55 981 6775	comment@jnjae.jnj.com consumer-menap@its.jnj.com	+971 44297377
	POLAND	JanssenVPPoland@its.jnj.com	+48 22 237 80 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
	EUROPE, MIDDLE EAST, AFRICA (EMEA)	QATAR	GCC-PV2@its.jnj.com	+971 4 429 7377 (reception desk) Hotline: +971 55 981 6775	comment@jnjae.jnj.com consumer-menap@its.jnj.com
REUNION		pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number) 00 800 260 260 00 (national)	callcenterjjsbf@its.jnj.com	+33 1 5500 38 00 (international number)
ROMANIA		safetyjc-romania@its.jnj.com	+40 21 207 1800 (J&J reception desk) +40 726166591 (Local Safety Officer)	N/A	N/A
RUSSIA		safetyru@its.jnj.com	+7 495 726 5555 (Local Safety Officer)	N/A	+7 495 7265555
RWANDA		RA-CONZACT-PV- KENYA@its.jnj.com	+254 798 732 175	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	comment@jnjae.jnj.com consumer-menap@its.jnj.com	+971 44297377
SENEGAL		pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+33 1 5500 38 00 (international number)

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REGION	COUNTRY/TERRITORY	LOCAL SAFETY UNIT MAILBOX	LOCAL SAFETY UNIT PHONE	CALL CENTER MAILBOX	CALL CENTER PHONE
	SERBIA	drug.safety@its.jnj.com	+381 11 353 6700 (reception desk) +381 11 3536 811 (Local Safety Officer)	N/A	N/A
	SEYCHELLES	pharmacovigssa@its.jnj.com	+27 21 710 4008	jnjza@its.jnj.com	+27 21 710 4111
	SIERRA LEONE	pvnigeria@its.jnj.com	+234 9062540440	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
	SOMALIA	JACEG-PV@its.jnj.com	+20 1000629760	comment@jnjae.jnj.com	+971 44297377
	SOUTH AFRICA	pharmacovigssa@its.jnj.com	+27 21 710 4008	jnjza@its.jnj.com	+27 21 710 4111
	SPAIN	farmacovigilanciaSpain@its.jnj.com	+34 91 722 8100 (reception desk) +34 917228787 (Consumer reception desk) +34661421646 (Local Safety Unit mobile)	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 5500 38 00 (international number)
	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 5500 38 00 (international number)
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 5500 38 00 (international number)	
EUROPE, MIDDLE EAST, AFRICA (EMEA)	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	+49 30 755 434 020 Fax: +49 30 755 436 105 Mobile: +49 173 53 34013
	SWITZERLAND	Pharmacovigilance@jacch.jnj.com	+41 58 231 3434	jjkunden@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	+7 495 726 5555 (Local Safety Officer)	N/A	+7 495 7265555
	TANZANIA	pharmacovigssa@its.jnj.com	+27 21 710 4008	jnjza@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 5500 38 00 (international number)
	TUNISIA	pvconsumerfrance@its.jnj.com	+33 1 5500 38 00 (international number)	callcenterjjsbf@its.jnj.com	+33 1 5500 38 00 (international number)

Adverse Event (AE)/ Product Quality Complaint (PQC)Reporting List

REGION	COUNTRY/TERRITORY	LOCAL SAFETY UNIT MAILBOX	LOCAL SAFETY UNIT PHONE	CALL CENTER MAILBOX	CALL CENTER PHONE
	TURKEY	pv-tr@its.jnj.com	+90 216 538 2020	bilgi@ideal.com.tr	+90 216 465 70 25
	TURKMENISTAN	safetyru@its.jnj.com	+7 495 726 5555 (Local Safety Officer)	N/A	+7 495 7265555
	UGANDA	pharmacovigssa@its.jnj.com	+27 21 710 4008	jnjza@its.jnj.com	+27 21 710 4111
	UKRAINE	DrugSafetyUA@its.jnj.com	+38 (044) 498 08 88	DrugSafetyUA@its.jnj.com	+38 (044) 498 08 88
	UNITED ARAB EMIRATES	GCC-PV2@its.jnj.com	+971 4 429 7377 (reception desk) Hotline: +971 55 981 6775	comment@jnjae.jnj.com consumer-menap@its.jnj.com	+971 44297377
	UNITED KINGDOM	pharmacovig@its.jnj.com	+44 (0) 14947567447	CRC@its.jnj.com	+44 1344 86 4042
	UZBEKISTAN	safetyru@its.jnj.com	+7 495 726 5555 (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 5500 38 00 (international number)
	YEMEN	GCC-PV2@its.jnj.com	+971 4 429 7377 (reception desk) Hotline: +971 55 981 6775	comment@jnjae.jnj.com consumer-menap@its.jnj.com	+971 44297377
	ZAMBIA	pharmacovigssa@its.jnj.com	+27 21 710 4008	jnjza@its.jnj.com	+27 21 710 4111
	ZIMBABWE	pharmacovigssa@its.jnj.com	+27 21 710 4008	jnjza@its.jnj.com	+27 21 710 4111
LATIN AMERICA (LA)	ARGENTINA	SafetyLatAmConsumer_OTC@its.jnj.com	0800 122 3333	SafetyLatAmConsumer_OTC@its.jnj.com	0800 122 3333
	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)	sac@janbr.jnj.com	0800 703 6363 (other products) 0800 728 6767 (medicinals)
	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
	MEXICO	farmacov@its.jnj.com	01800 906 2400 (Toll Free) +54 84 31 60	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 +51 1 7190922	consumidor@conpe.jnj.com	0800 53233	
URUGUAY	SafetyLatAmConsumer_OTC@its.jnj.com	0800-2080	jjatencionconsumidor@conur.jnj.com	0800-2080	

Adverse Event (AE)/ Product Quality Complaint (PQC)Reporting List

REGION	COUNTRY/TERRITORY	LOCAL SAFETY UNIT MAILBOX	LOCAL SAFETY UNIT PHONE	CALL CENTER MAILBOX	CALL CENTER PHONE
	VENEZUELA, BOLIVARIAN REPUBLIC OF	SafetyLatAmConsumer_OTC@its.jnj.com	0800 1029335	consumidor@jnive.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