

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
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-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
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 - ext 302/305
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 610300
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)

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COUNTRY/TERRITORY	MAILBOX	TEAM PHONE
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@jnjcr.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 76 1093990 (Local Safety Officer)
FRANCE	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number) 0800 25 50 75 (national)
FRENCH GUIANA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
FRENCH POLYNESIA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
FRENCH SOUTHERN TERRITORIES	pharmacovigilancefrance@its.jnj.com	+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
GUADELOUPE	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)
GUINEA-BISSAU	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
HUNGARY	Drugsafetyhungary@its.jnj.com	+36 18842826

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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	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	+302108090640 (Local Safety Officer) +30 210 8090692 (Local Safety Officer back-up) PV dedicated 24hr phone line: +30 6974800729
MARTINIQUE	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
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)
MAYOTTE ISLANDS	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

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NORWAY	drugsafetynordic@its.jnj.com	+47 2412 6500 (operator) +46 76 1093990 (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
REUNION	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
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	janssen_safety_slo@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)
ST.BARTHELEMY	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
ST.MARTIN	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
ST.PIERRE & MIQUELON	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center international number)
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 76 1093990 (Local Safety Officer)
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

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COUNTRY/TERRITORY	MAILBOX	TEAM PHONE
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
WALLIS AND FUTUNA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
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
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	dsacan@its.jnj.com	+1 416-382-5105
UNITED STATES OF AMERICA	EZ reporter (electronic complaint report	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)