

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.

REGION	COUNTRY	GROUP MAILBOX	TEAM PHONE
ASIA PACIFIC (AP)	AUSTRALIA	localsafetyanz@its.jnj.com	+61 2 9815 3260
	BANGLADESH	drugsafe@its.jnj.com	+91 22 6664 6629 (24 hour line)
	BHUTAN	drugsafe@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	24-hour AE Reporting mobile phone number +86-139-1032-2151
	CHINA, PRC - ACTELION	ds.aso.cn@its.jnj.com	+82 21 3337 6575
	HONG KONG (China)	drugsafetyhk@its.jnj.com	+ 852 2738 6147
	INDIA	drugsafe@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	N/A (No telephone available due to language barrier)
	LAOS	drugsafetyth@its.jnj.com	+6681 7536202 +6685 6652200
	MACAO (China)	drugsafetyhk@its.jnj.com	+ 852 2738 6147
	MALAYSIA	drugsafety2@its.jnj.com	+6019-220 9600
	MYANMAR	drugsafetyth@its.jnj.com	+6681 7536202 +6685 6652200
	NEPAL	drugsafe@its.jnj.com	+91 22 6664 6629 (24 hour line)
	NEW ZEALAND	localsafetyanz@its.jnj.com	+61 2 9815 3260
	PHILIPPINES	janssendrugsafety_phil@its.jnj.com	+63273688415 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	drugsafe@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	+84984722170 (24 hour line)	
EUROPE, MIDDLE EAST, AFRICA (EMEA)	AFGHANISTAN	GCC-PV2@its.jnj.com	+97144297200 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 international number)
	ANDORRA	farmacovigilanciaSpain@its.jnj.com	+34 661 421 646 +3491 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	+97144297200 Hotline: +971 559816775
	BELARUS	RA-JNJRU-DrugSafetyBY@ITS.JNJ.COM	+375 17 226 43 33 +375 17 226 55 99
	BELGIUM	PVBenelux@its.jnj.com	0800 93 377 (national numbers)
	BENIN	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	BOSNIA HERZEGOVINA	drug.safety@its.jnj.com	+381 11 3536 811
	BOTSWANA	AdverseEventZA@its.jnj.com	+27 11 518 7100
	BULGARIA	JJSafety@its.jnj.com	+359 248 99 400
	BURKINA FASO	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	BURUNDI	pvnema@its.jnj.com	+961 1 518700
	CAMEROON	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	CAPE VERDE ISLANDS	AdverseEventZA@its.jnj.com	+27 11 518 7100
	CENTRAL AFRICAN REPUBLIC	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	CHAD REPUBLIC	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	COMOROS, FED. AND ISLAMIC REPUBLIC	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	CONGO	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	CONGO, THE DEMOCRATIC REPUBLIC OF THE	pvnema@its.jnj.com	+961 1 518700
	CROATIA	JJSafety@jnocr.jnj.com	+385 16610700 (reception desk) +385 16610776 (Local Safety Officer)
	CYPRUS	Farmaco@its.jnj.com	+302108090640 +302108090725 PV dedicated 24hr phone line: +30 6974800729
	CZECH REPUBLIC	Farmakovigilance@its.jnj.com	+420 227 012 227 (reception)

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REGION	COUNTRY	GROUP MAILBOX	TEAM PHONE
	DENMARK	drugsafetynordic@its.jnj.com	+46 86 265 000 (operator) +46 86 265 079 (Local Safety Officer)
	DJIBOUTI	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	EGYPT	JACEG-PV@its.jnj.com	+20 1000629760 +20 1000784508
	EQUATORIAL GUINEA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	ERITREA	JACEG-PV@its.jnj.com	+20 1000629760 +20 1000784508
	ESTONIA	drugsafetybaltics@its.jnj.com	+370 5 2786866 (Local Safety Officer Baltics) +371 67 893 561 (back-up Local Safety Officer Baltics)
	ETHIOPIA	JACEG-PV@its.jnj.com	+20 1000629760 +20 1000784508
	FINLAND	drugsafetynordic@its.jnj.com	+46 86 265 000 (operator) +46 86 265 079 (Local Safety Officer)
	FRANCE	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (international) 0800 255 075 (national)
	FRENCH GUIANA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	FRENCH POLYNESIA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	FRENCH SOUTHERN TERRITORIES	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	GABON	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	GAMBIA	pvnema@its.jnj.com	+961 1 518700
	GEORGIA	DrugSafetyRU@its.jnj.com	+7 495 755 8357
	GERMANY	PVGer@its.jnj.com	+49 2137 955 6291
	GHANA	PVGHANA@its.jnj.com	+233 244851014 (Local Safety Officer) +234 9062519191 ((Local Safety Officer back-up)
	GREECE	Farmaco@its.jnj.com	+302108090640 +302108090725 PV dedicated 24hr phone line: +30 6974800729
	GUADELOUPE	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	GUINEA, PEOPLES REVOLUTIONARY	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	GUINEA-BISSAU	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	HUNGARY	Drugsafetyhungary@its.jnj.com	+36 18842826
	ICELAND	drugsafetynordic@its.jnj.com	+46 86 265 000 (operator) +46 86 265 079 (Local Safety Officer)
	IRAN	pvnema@its.jnj.com	+961 1 518700
	IRAQ	pvnema@its.jnj.com	+961 1 518700
	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 800 688 777 (Toll free)
	IVORY COAST	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	JORDAN	JACEG-PV@its.jnj.com	+20 221291100
	KAZAKHSTAN	DrugSafetyKZ@its.jnj.com	+32 14 64 95 01
	KENYA	PVKENYA@its.jnj.com	+254 711223385
	KUWAIT	GCC-PV2@its.jnj.com	+97144297200 Hotline: +971 559816775
	KYRGYZSTAN	DrugSafetyRU@its.jnj.com	+7 495 755 8357
	LATVIA	drugsafetybaltics@its.jnj.com	+370 5 2786888 (Local Safety Officer Baltics) +371 67 893 561 (back-up Local Safety Officer Baltics) General LV office phone: +371 6789 3561
	LEBANON	pvnema@its.jnj.com	+961 1 518700
	LESOTHO	AdverseEventZA@its.jnj.com	+27 11 518 7100
	LIBERIA	pvnema@its.jnj.com	+961 1 518700
	LIBYA	JACEG-PV@its.jnj.com	+201000629760 or +201000784508
	LIECHTENSTEIN	Pharmacovigilance@jacch.jnj.com	+41 58231 3434
	LITHUANIA	drugsafetybaltics@its.jnj.com	+370 5278 6888 (Local Safety Officer Baltics) +371 67 893 561 (Local Safety Officer Baltics)
	LUXEMBOURG	PVBenelux@its.jnj.com	+352 800 29 504
	MACEDONIA	pvmacedonia@its.jnj.com	+389 231 09 200
	MADAGASCAR	medisource@its.jnj.com	+33 1 5500 4003 (Call Center)
	MALAWI	AdverseEventZA@its.jnj.com	+27 11 518 7100
	MALI	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)

Adverse Event / Product Quality Complaint Reporting List



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	MALTA	Farmaco@its.jnj.com	+302108090640 +302108090725 PV dedicated 24hr phone line: +30 6974800729
	MARTINIQUE	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	MAURITANIA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	MAURITIUS	medisource@its.jnj.com	+33 1 5500 4003 (Call Center)
	MAYOTTE ISLANDS	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	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 3536 811
	MOROCCO	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (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)
	NIGER REPUBLIC	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	NIGERIA	PVNIGERIA@its.jnj.com (J&J)	+234 9062519191 (Local Safety Officer)
	NORWAY	drugsafetynordic@its.jnj.com	+46 86 265 000 (operator) +46 86 265 079 (Local Safety Officer)
	OMAN	GCC-PV2@its.jnj.com	+97144297200 Hotline: +971 559816775
	PAKISTAN	GCC-PV2@its.jnj.com	+97144297200 Hotline: +971 55 981 6775
	POLAND	JanssenPVPoland@its.jnj.com	+48 22 237 60 00
	PORTUGAL	RA-JNJPT-farmacovigi@ITS.JNJ.com	+351 214368600
	QATAR	GCC-PV2@its.jnj.com	+97144297200 Hotline: +971 559816775
	REUNION	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	ROMANIA	safetyjc-romania@its.jnj.com	+40 212071800 (J&J reception desk) +40 726166591 (LSO) +40 731796462 (Back-up LSO)
	RUSSIA	DrugSafetyRU@its.jnj.com	+7 495 755 8357
	RWANDA	pvnema@its.jnj.com	+961 1 518700
	SAO TOME AND PRINCIPE	colognofarmacov@jacit.jnj.com	+39 02 25101 800 688 777 (Toll free)
	SAN MARINO	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	SAUDI ARABIA	GCC-PV2@its.jnj.com	+966 114339133 Hotline: +966 540015811
	SENEGAL	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	SERBIA	drug.safety@its.jnj.com	+381 11 3536 811
	SEYCHELLES	AdverseEventZA@its.jnj.com	+27 11 518 7100
	SIERRA LEONE	pvnema@its.jnj.com	+961 1 518700
	SLOVAK REPUBLIC	Farmakovigilance@its.jnj.com	+421 232 408 400 (reception)
	SLOVENIA	janssen_safety_slo@its.jnj.com	+386 1401 1800
	SOMALIA	JACEG-PV@its.jnj.com	+201000629760 +201000784508
	SOUTH AFRICA	AdverseEventZA@its.jnj.com	+27 11 518 7100
	SPAIN	farmacovigilanciaSpain@its.jnj.com	+34 661 421 646 +3491 722 8100 (reception desk)
	ST.BARTHELEMY	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	ST.MARTIN	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	ST.PIERRE & MIQUELON	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	SUDAN	JACEG-PV@its.jnj.com	+201000629760 +201000784508
	SWAZILAND	AdverseEventZA@its.jnj.com	+27 11 518 7100
	SWEDEN	drugsafetynordic@its.jnj.com	+46 86 265 000 (operator) +46 86 265 079 (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)
	TUNISIA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	TURKEY	pv-tr@its.jnj.com	+90 216 538 2383
	TURKMENISTAN	DrugSafetyRU@its.jnj.com	+7 495 755 8357
	UGANDA	AdverseEventZA@its.jnj.com	+27 11 518 7100

Adverse Event / Product Quality Complaint Reporting List



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REGION	COUNTRY	GROUP MAILBOX	TEAM PHONE
	UKRAINE	DrugSafetyUA@its.jnj.com	+38 044 490 6465 +38 044 906 464 +38 050 419 3915 (alternative number/during holidays)
	UNITED ARAB EMIRATES	GCC-PV2@its.jnj.com	+97144297200 Hotline: +971 559816775
	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 800 688 777 (Toll free)
	WALLIS AND FUTUNA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	YEMEN	GCC-PV2@its.jnj.com	+97144297200 Hotline: +971 559816775
	ZAMBIA	AdverseEventZA@its.jnj.com	+27 11 518 7100
	ZIMBABWE	AdverseEventZA@its.jnj.com	+27 11 518 7100
	LATIN AMERICA (LA)	ANTIGUA BARBUDA	infojanssen@janpa.jnj.com
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		sacjj@its.jnj.com	0800 728 6767
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		consumidor@conmx.jnj.com	01800 5526255
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	1800 88880006156
URUGUAY	infojanssen@janar.jnj.com	000 405 296 638	
VENEZUELA, BOLIVARIAN REPUBLIC OF	infojanssen@janve.jnj.com	0800 1005742	
NORTH AMERICA (NA)	CANADA	dsscan@its.jnj.com	+1 416-382-5105
	UNITED STATES OF AMERICA	MEDinfoCENTER@its.jnj.com	1-800-Janssen
	UNITED STATES OF AMERICA - Actelion	ACTDrugsafetyUS@its.jnj.com	+1 650 624 6900