COVID-19 VACCINE - CUSTOMER CONTACT INFORMATION BY COUNTRY

NOTE: The availability of the COVID-19 Vaccine varies by country depending on local regulatory status.

FOR ALL OTHER JANSSEN PRODUCTS (except the COVID-19 Vaccine), please review customer contact information by country available at:

https://www.janssen.com/sites/www_janssen_com/files/janssen_site_q4_2020.pdf

If you would like to report an Adverse Event (medication side effect), Product Quality Complaint (problem with one of our products), or if you are seeking medical information, please use the contact information for the country where you are located. In addition to contacting Janssen, tell your healthcare provider if you have a side effect and refer to your local product information for additional side effect reporting instructions.

COVID-19 VACCINE CUSTOMER CONTACT INFORMATION		FOR MEDICAL INFORMATION		FOR ADVERSE EVENT/PRODUCT QUALITY COMPLAINT REPORTING	
REGION	COUNTRY	TELEPHONE NUMBER	Email/Website	TELEPHONE NUMBER	
NORTH AMERICA (NA)	UNITED STATES OF AMERICA	1-800-565-4008 1-908-455-9922	https://www.askjanssenmedicalinformation.com	1-800-565-4008 1-908-455-9922	
	CANADA	1-800-565-4008 1-908-455-9922	https://www.janssenmedicalinformation.ca/submit_a_question	1-800-565-4008	
EUROPE, MIDDLE EAST, AFRICA (EMEA)	AUSTRIA	00-800-565-4008-8 +43720380110	jgcc_emea@its.jnj.com	00-800-565-4008-8 +43720380110	jgcc_emea@its.jnj.com
	BELGIUM	00-800-565-4008-8 +3233939323	jgcc_emea@its.jnj.com	00-800-565-4008-8 +3233939323	jgcc_emea@its.jnj.com
	BULGARIA	80018192 +35928008028	jgcc_emea@its.jnj.com	80018192 +35928008028	jgcc_emea@its.jnj.com
	CROATIA	800806027 +38518848011	jgcc_emea@its.jnj.com	800806027 +38518848011	jgcc_emea@its.jnj.com
	CYPRUS	00-800-565-4008-8 +35725654186	jgcc_emea@its.jnj.com	00-800-565-4008-8 +35725654186	jgcc_emea@its.jnj.com
	CZECH REPUBLIC	00-800-565-4008-8 +420225296622	jgcc_emea@its.jnj.com	00-800-565-4008-8 +420225296622	jgcc_emea@its.jnj.com
	DENMARK	00-800-565-4008-8 +4535158573	jgcc_emea@its.jnj.com	00-800-565-4008-8 +4535158573	jgcc_emea@its.jnj.com
	ESTONIA	8002642 +3728804474	jgcc_emea@its.jnj.com	8002642 +3728804474	jgcc_emea@its.jnj.com
	FINLAND	990-800-565-4008-8 +358981710294	jgcc_emea@its.jnj.com	990-800-565-4008-8 +358981710294	jgcc_emea@its.jnj.com
	FRANCE	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com
	FRENCH GUIANA	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com
	FRENCH POLYNESIA	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com
	FRENCH SOUTHERN TERRITORIES	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com
	GERMANY	00-800-565-4008-8 +4932221863163	jgcc_emea@its.jnj.com	00-800-565-4008-8 +4932221863163	jgcc_emea@its.jnj.com
	GREECE	00-800-565-4008-8 +302119906006	jgcc_emea@its.jnj.com	00-800-565-4008-8 +302119906006	jgcc_emea@its.jnj.com
	GUADELOUPE	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com
	HUNGARY	00-800-565-4008-8 +3614292336	jgcc_emea@its.jnj.com	00-800-565-4008-8 +3614292336	jgcc_emea@its.jnj.com
	ICELAND	00-800-565-4008-8 +3545390674	jgcc_emea@its.jnj.com	00-800-565-4008-8 +3545390674	jgcc_emea@its.jnj.com
	IRELAND	00-800-565-4008-8 +353212356806	jgcc_emea@its.jnj.com	00-800-565-4008-8 +353212356806	jgcc_emea@its.jnj.com
	ITALY	00-800-565-4008-8 +390699748520	jgcc_emea@its.jnj.com	00-800-565-4008-8 +390699748520	jgcc_emea@its.jnj.com
	LATVIA	00-800-565-4008-8 +37163138821	jgcc_emea@its.jnj.com	00-800-565-4008-8 +37163138821	jgcc_emea@its.jnj.com
	LIECHTENSTEIN	800475470 +41435479893	jgcc_emea@its.jnj.com	800475470 +41435479893	jgcc_emea@its.jnj.com
	LITHUANIA	00-800-565-4008-8 +37052142002	jgcc_emea@its.jnj.com	00-800-565-4008-8 +37052142002	jgcc_emea@its.jnj.com
	LUXEMBOURG	00-800-565-4008-8 +35227302815	jgcc_emea@its.jnj.com	00-800-565-4008-8 +35227302815	jgcc_emea@its.jnj.com
	MALTA	80065007 +35627780004	jgcc_emea@its.jnj.com	80065007 +35627780004	jgcc_emea@its.jnj.com
	MARTINIQUE	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com
	MAYOTTE ISLANDS	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com
	MONACO	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com
	NETHERLANDS	00-800-565-4008-8 +31880030701	jgcc_emea@its.jnj.com	00-800-565-4008-8 +31880030701	jgcc_emea@its.jnj.com
	NEW CALEDONIA	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com
	NORWAY	00-800-565-4008-8 +4723500417	jgcc_emea@its.jnj.com	00-800-565-4008-8 +4723500417	jgcc_emea@its.jnj.com
	POLAND	00-800-565-4008-8 +48225123915	jgcc_emea@its.jnj.com	00-800-565-4008-8 +48225123915	jgcc_emea@its.jnj.com
	PORTUGAL	00-800-565-4008-8 +351220608007	jgcc_emea@its.jnj.com	00-800-565-4008-8 +351220608007	jgcc_emea@its.jnj.com
	REUNION	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com

	ROMANIA	0800672516 +40311305128	jgcc_emea@its.jnj.com	0800672516 +40311305128	jgcc_emea@its.jnj.com
	SLOVAK REPUBLIC	00-800-565-4008-8 +421250112534	jgcc_emea@its.jnj.com	00-800-565-4008-8 +421250112534	jgcc_emea@its.jnj.com
	SLOVENIA	00-800-565-4008-8 +38616009336	jgcc_emea@its.jnj.com	00-800-565-4008-8 +38616009336	jgcc_emea@its.jnj.com
	SOUTH AFRICA	09-800-565-4008-8 +27216722331	jgcc_emea@its.jnj.com	09-800-565-4008-8 +27216722331	jgcc_emea@its.jnj.com
	SPAIN	00-800-565-4008-8 +34912158005	jgcc_emea@its.jnj.com	00-800-565-4008-8 +34912158005	jgcc_emea@its.jnj.com
	ST.BARTHELEMY	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com
	ST.MARTIN	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com
	ST.PIERRE & MIQUELON	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com
	SWEDEN	00-800-565-4008-8 +46851992561	jgcc_emea@its.jnj.com	00-800-565-4008-8 +46851992561	jgcc_emea@its.jnj.com
	SWITZERLAND	00-800-565-4008-8 +41435479884	jgcc_emea@its.jnj.com	00-800-565-4008-8 +41435479884	jgcc_emea@its.jnj.com
	WALLIS AND FUTUNA	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com	00-800-565-4008-8 +33185169327	jgcc_emea@its.jnj.com
LATIN AMERICA (LA)	BRAZIL	0800 7013017 0800 7011851	safe@janbr.jnj.com	0800 7013017 0800 7011851	safe@janbr.jnj.com
	COLOMBIA	01800 7522231	infojanssen@janco.jnj.com	01800 7522231	infojanssen@janco.jnj.com
ASIA PACIFIC (AP)	SOUTH KOREA	080-868-5999	Not available	080-868-5999	Not available

REGION	COUNTRY	TELEPHONE NUMBER	Email/Website
ASIA PACIFIC (AP)	AUSTRALIA	1800 565 4008 1800 226 334 +61 (0) 2 9815 3333	medinfo@janau.jnj.com
	BANGLADESH	Not available	mijanssenindia@its.jnj.com
	BHUTAN	Not available	mijanssenindia@its.jnj.com
	BRUNEI	Not available	medinfosea@its.jnj.com
	CAMBODIA	Not available	medinfosea@its.jnj.com
	CHINA, PRC	400-888-9988	cccdesk@its.jnj.com
	HONG KONG (China)	Not available	medinfohk@its.jnj.com
	INDIA	+91-22-66646464	mijanssenindia@its.jnj.com
	INDONESIA	Not available	medinfosea@its.jnj.com
	JAPAN	0120-183-275	Not available
	LAOS	Not available	medinfosea@its.jnj.com
	MACAO (China)	Not available	MedInfoHK@its.jnj.com
	MALAYSIA	Not available	medinfosea@its.jnj.com
	MYANMAR	Not available	medinfosea@its.jnj.com
	NEPAL	Not available	mijanssenindia@its.jnj.com
	NEW ZEALAND	0800 800 806 +64 (0) 9 588 1348	medinfo@janau.jnj.com
	PHILIPPINES	00 800 888 111 00 +632-7368-8230	RA-JNJPHMA-JDS_Phil@ITS.JNJ.COM
	SINGAPORE	Not available	medinfosea@its.jnj.com
	SOUTH KOREA	080-868-5999	Not available
	SRI LANKA	Not available	mijanssenindia@its.jnj.com
	TAIWAN, PROVINCE OF CHINA	0800-211688	Not available
	THAILAND	Not available	medinfosea@its.jnj.com
	VIETNAM	Not available	medinfosea@its.jnj.com
EUROPE, MIDDLE EAST, AFRICA (EMEA)	ALBANIA	Not available	Not available
	ALGERIA	+33 1 55004003	medisource@its.jnj.com
	ANDORRA	00-800-565-4008-8 +34912158005	jgcc_emea@its.jnj.com
	ANGOLA	+27 11 518-7169	ra-jacza-medinfo@its.jnj.com
	ARMENIA	+7 495 755 83 57	janssenmedkz@its.jnj.com
	AZERBAIJAN	+7 495 755 83 57	janssenmedkz@its.jnj.com
	BAHRAIN	+971 4 4297200	Ra-medinfoemmarkets@its.jnj.com
	BELARUS	+7 495 755 83 57	janssenmedkz@its.jnj.com
	BENIN	+33 1 55004003	medisource@its.jnj.com
	BOSNIA HERZEGOVINA	+381 11 35 36 800	Drug.safety@its.jnj.com
	BOTSWANA	+27 11 518-7169	ra-jacza-medinfo@its.jnj.com
	BURKINA FASO	+33 1 55004003	medisource@its.jnj.com
	BURUNDI	Not available	Medical-Info@its.jnj.com
	CAMEROON	+33 1 55004003	medisource@its.jnj.com
	CAPE VERDE ISLANDS	+27 11 518-7169	ra-jacza-medinfo@its.jnj.com
	CENTRAL AFRICAN REPUBLIC	Not available	Not available
	CHAD REPUBLIC	+33 1 55004003	medisource@its.jnj.com
	COMOROS, FED. AND ISLAMIC REPUBLIC	+33 1 55004003	medisource@its.jnj.com
	CONGO	+33 1 55004003	Medical-Info@its.jnj.com
	CONGO, THE DEMOCRATIC REPUBLIC OF THE	+33 1 55004003	medisource@its.jnj.com
	DJIBOUTI	+33 1 55004003	medisource@its.jnj.com
	EGYPT	20226737487	Ra-medinfoemmarkets@its.jnj.com
	EQUATORIAL GUINEA	Not available	Not available
	ERITREA	20226737487	Ra-medinfoemmarkets@its.jnj.com
	ETHIOPIA	+27 11 518-7169	Ra-medinfoemmarkets@its.jnj.com

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	GABON	+33 1 55004003	medisource@its.jnj.com
	GAMBIA	Not available	Medical-Info@its.jnj.com
	GEORGIA	8 495 755 83 57	medinfojnjru@its.jnj.com
	GHANA	Not available	Medical-Info@its.jnj.com
	GUINEA, PEOPLES REVOLUTIONARY	+33 1 55004003	medisource@its.jnj.com
	IRAN	Not available	Medical-Info@its.jnj.com
	IRAQ	Not available	Medical-Info@its.jnj.com
	ISRAEL	014-800-565-4008-8 013-800-565-4008-8 012-800-565-4008-8 +97237386548	jgcc_emea@its.jnj.com
	IVORY COAST	+33 1 55004003	medisource@its.jnj.com
	JORDAN	+96264296199	jgcc_emea@its.jnj.com
	KAZAKHSTAN	+7 727 356 88 11	janssenmedkz@its.jnj.com
	KENYA	Not available	Medical-Info@its.jnj.com
	KUWAIT	+96522023087	jgcc_emea@its.jnj.com
	KYRGYZSTAN	8 495 755 83 57	medinfojnjru@its.jnj.com
	LEBANON	Not available	Medical-Info@its.jnj.com
	LESOTHO	+27 11 518-7169	ra-jacza-medinfo@its.jnj.com
	LIBERIA	Not available	Medical-Info@its.jnj.com
	LIBYA	20226737487	Ra-medinfoemmarkets@its.jnj.com
	MACEDONIA	Not available	Not available
	MADAGASCAR	+33 1 55004003	medisource@its.jnj.com
	MALAWI	+27 11 518-7169	ra-jacza-medinfo@its.jnj.com
	MALI	+33 1 55004003	medisource@its.jnj.com
	MAURITANIA	+33 1 55004003	medisource@its.jnj.com
	MAURITIUS	+33 1 55004003	medisource@its.jnj.com
	MOLDOVA	+7 495 755 83 57	janssenmedkz@its.jnj.com
	MONGOLIA	8 495 755 83 57	medinfojnjru@its.jnj.com
	MONTENEGRO	Not available	Not available
	MOROCCO	+33 1 55004003	medisource@its.jnj.com
	MOZAMBIQUE	+27 11 518-7169	ra-jacza-medinfo@its.jnj.com
	NAMIBIA	+27 11 518-7169	ra-jacza-medinfo@its.jnj.com
	NIGER REPUBLIC	+33 1 55004003	medisource@its.jnj.com
	NIGERIA	Not available	Medical-Info@its.jnj.com
	OMAN	+3233939366	jgcc_emea@its.jnj.com
	PAKISTAN	Not available	Not available
	QATAR	+971 4 4297200	Ra-medinfoemmarkets@its.jnj.com
	RUSSIA	8 495 755 83 57	medinfojnjru@its.jnj.com
	RWANDA	Not available	Medical-Info@its.jnj.com
	SAO TOME AND PRINCIPE	0800 25 50 75	medisource@its.jnj.com
	SAN MARINO	00-800-565-4008-8 +390699748520	jgcc_emea@its.jnj.com
	SAUDI ARABIA	+971 4 4297200	Ra-medinfoemmarkets@its.jnj.com
	SENEGAL	+33 1 55004003	medisource@its.jnj.com
	SERBIA	+381 11 35 36 800	drug.safety@its.jnj.com
	SEYCHELLES	+27 11 518-7169	ra-jacza-medinfo@its.jnj.com
	SIERRA LEONE	Not available	Medical-Info@its.jnj.com
	SOMALIA	Not available	Not available
	SUDAN	20226737487	Ra-medinfoemmarkets@its.jnj.com
	SWAZILAND	+27 11 518-7169	ra-jacza-medinfo@its.jnj.com
	SYRIA	Not available	Medical-Info@its.jnj.com
	TAJIKISTAN	8 495 755 83 57	medinfojnjru@its.jnj.com
	TANZANIA	+27 11 518-7169	ra-jacza-medinfo@its.jnj.com
	TOGO	+33 1 55004003	medisource@its.jnj.com
	TUNISIA	+33 1 55004003	medisource@its.jnj.com
	TURKEY	+ 90 216 538 23 72	medinfo-TR@its.jnj.com
	TURKMENISTAN	8 495 755 83 57	medinfojnjru@its.jnj.com
	UGANDA	+27 11 518-7169	ra-jacza-medinfo@its.jnj.com
	UNITED KINGDOM	00-800-565-4008-8 +442076602872	jgcc_emea@its.jnj.com
	UKRAINE	+38 044 490 64 64	janssenmedkz@its.jnj.com
	UNITED ARAB EMIRATES	+971 4 4297200	Ra-medinfoemmarkets@its.jnj.com
	UZBEKISTAN	8 495 755 83 57	medinfojnjru@its.jnj.com
	VATICAN CITY STATE	00-800-565-4008-8 +390699748520	jgcc_emea@its.jnj.com
	YEMEN	+971 4 4297200	Ra-medinfoemmarkets@its.jnj.com
	ZAMBIA	+27 11 518-7169	ra-jacza-medinfo@its.jnj.com
	ZIMBABWE	+27 11 518-7169	ra-jacza-medinfo@its.jnj.com
LATIN AMERICA (LA)	ANTIGUA BARBUDA	Not available	infojanssen@janpa.jnj.com
	ARGENTINA	0800 122 0238	infojanssen@janar.jnj.com
	ARUBA	Not available	infojanssen@janpa.jnj.com
	BAHAMAS	Not available	infojanssen@janpa.jnj.com
	BARBADOS	Not available	infojanssen@janpa.jnj.com
	BELIZE	Not available	infojanssen@janpa.jnj.com
	BERMUDA	Not available	infojanssen@janpa.jnj.com
	BOLIVIA, PLURINATIONAL STATE OF	800 100 990	infojanssen@janar.jnj.com
	CAYMAN ISLANDS	Not available	infojanssen@janpa.jnj.com
	CHILE	800 835 161	infojanssen@janch.jnj.com
	COSTA RICA	8000 521607	infojanssen@janpa.jnj.com
	CURACAO	Not available	infojanssen@janpa.jnj.com

REGION	COUNTRY	TELEPHONE NUMBER	Email/Website
	DOMINICAN REPUBLIC	18887600103	infojanssen@janpa.jnj.com
	ECUADOR	1800000043	infojanssen@janec.jnj.com
	EL SALVADOR	8006987	infojanssen@janpa.jnj.com
	GRENADA	Not available	infojanssen@janpa.jnj.com
	GUATEMALA	18008350399	infojanssen@janpa.jnj.com
	GUYANA	Not available	infojanssen@janpa.jnj.com
	HAITI	Not available	infojanssen@janpa.jnj.com
	HONDURAS	Not available	infojanssen@janpa.jnj.com
	JAMAICA	Not available	infojanssen@janpa.jnj.com
	MEXICO	01800 906 2400 54 84 31 60	atencionaclientes@janmx.jnj.com
	NICARAGUA	18002260464	infojanssen@janpa.jnj.com
	PANAMA	01100 + 8000521419	infojanssen@janpa.jnj.com
	PARAGUAY	00980 0521 0040	infojanssen@janar.jnj.com
	PERU	80000873	infojanssen@janpe.jnj.com
	SINT MAARTEN	Not available	infojanssen@janpa.jnj.com
	ST. LUCIA	Not available	infojanssen@janpa.jnj.com
	ST. VINCENT	Not available	infojanssen@janpa.jnj.com
	SURINAM	Not available	infojanssen@janpa.jnj.com
	TRINIDAD TOBAGO	Not available	infojanssen@janpa.jnj.com
	URUGUAY	000 405 296 638	infojanssen@janar.jnj.com
	VENEZUELA, BOLIVARIAN REPUBLIC OF	8001005742	infojanssen@janve.jnj.com