

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	+86-139-1032-2151 (24-hour AE Reporting mobile phone number)
	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 phone number available)
	LAOS	drugsafetyth@its.jnj.com	+6681 7536202 or +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 or +6685 6652200
	NEPAL	drugsafe@its.jnj.com	+91 22 6664 6629
	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
	TAIWAN, PROVINCE OF CHINA	RA-JNJTWP-DS@its.jnj.com	+886-2-2593-9299
	THAILAND	drugsafetyth@its.jnj.com	+6681 7536202 or +6685 6652200
VIETNAM	jacvndrugsafety@its.jnj.com	+84984722170	
EUROPE, MIDDLE EAST, AFRICA (EMEA)	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 or +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@jcat.jnj.com	+43 1 610300
	AZERBAIJAN	DrugSafetyRU@its.jnj.com	+7 495 755 8357
	BAHRAIN	GCC-PV2@its.jnj.com	+971 4 4297 242 Hotline: +971 559816775
	BELARUS	RA-JNJRU-DrugSafetyBY@ITS.JNJ.COM	+375 17 226 43 33 or +375 17 226 55 99
	BELGIUM	PVBenelux@its.jnj.com	0800 93 377 (national no.)
	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@jnrc.jnj.com	+385 1 6610776 (Local Safety Officer) +385 16610700 (reception desk)
	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)
	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	+201000629760 or +201000784508
	EQUATORIAL GUINEA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)

Adverse Event / Product Quality Complaint Reporting List



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REGION	COUNTRY	GROUP MAILBOX	TEAM PHONE
	ERITREA	JACEG-PV@its.jnj.com	+201000629760 or +201000784508
	ESTONIA	drugsafetybaltics@its.jnj.com	+370 5 2786866 (Local Safety Officer Baltics) +371 67 893 561 (back-up Local Safety Officer)
	ETHIOPIA	JACEG-PV@its.jnj.com	+201000629760 or +201000784508
	FINLAND	drugsafetynordic@its.jnj.com	+46 86 265 000 (operator) +46 86 265 079 (Local Safety Officer)
	FRANCE	pharmacovigilancefrance@its.jnj.com	0800 255 075 (national no.)
	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
	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	+971 4 4297 242 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	+218 214630427
	LIECHTENSTEIN	Pharmacovigilance@jacch.jnj.com	+218 214835125
	LITHUANIA	drugsafetybaltics@its.jnj.com	+41 58231 3434
	LUXEMBOURG	PVBenelux@its.jnj.com	+370 5278 6888 (Local Safety Officer Baltics) +371 67 893 561 (Local Safety Officer Baltics)
	MACEDONIA	pvmacedonia@its.jnj.com	+352 800 29 504
	MADAGASCAR	medisource@its.jnj.com	+33 1 5500 4003 (Call Center)
	MALAWI	AdverseEventZA@its.jnj.com	+33 1 5500 4003 (Call Center)
	MALI	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	MALTA	Farmaco@its.jnj.com	+33 1 5500 4003 (Call Center)
	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 (Call Center)
	MOZAMBIQUE	AdverseEventZA@its.jnj.com	+27 11 518 7100
	NAMIBIA	AdverseEventZA@its.jnj.com	+27 11 518 7100

Adverse Event / Product Quality Complaint Reporting List



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	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	+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	+971 4 4297 242 Hotline: +971 559816775
	PAKISTAN	JACEG-PV@its.jnj.com	+92 3008249216
	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	+971 4 4297 242 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	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
	SAN MARINO	colognofarmacov@jacit.jnj.com	+33 1 5500 4003 (Call Center)
	SAUDI ARABIA	GCC-PV2@its.jnj.com	+971 4 4297 242 Hotline: +971 559816775
	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 or +201000784508
	SOUTH AFRICA	AdverseEventZA@its.jnj.com	+27 11 518 7100
	SPAIN	farmacovigilanciaSpain@its.jnj.com	+34 661 421 646 or +3491 722 8100
	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	+20 221291100
	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
	TAJIKISTAN	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
	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	+971 4 4297 242 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
	WALLIS AND FUTUNA	pharmacovigilancefrance@its.jnj.com	+33 1 5500 4003 (Call Center)
YEMEN	GCC-PV2@its.jnj.com	+971 4 4297 242 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	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

Adverse Event / Product Quality Complaint Reporting List



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REGION	COUNTRY	GROUP MAILBOX	TEAM PHONE
	BRAZIL	safe@janbr.jnj.com	0800 701 1851
	CAYMAN ISLANDS	infojanssen@janpa.jnj.com	N/A (no phone number available)
	CHILE	infojanssen@janch.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	atencionclientes@its.jnj.com	54 84 31 60 Toll Free: 01800 906 2400
	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 8880006156	
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