



**LETTER OF ANNOUNCEMENT**  
**EMVO support and Helpdesk: Christmas availability**

13<sup>th</sup> December 2019

Dear all,

EMVO's Helpdesk will remain open during the Christmas period and our support to OBPs and NMVOs will be maintained.

Throughout this period, tickets raised with our Helpdesk will be monitored and prioritised. Those of a high priority will be quickly escalated with OBPs and NMVOs receiving a prompt response.

From 24<sup>th</sup> to 26<sup>th</sup> December 2019 and on 1<sup>st</sup> January 2020 our Helpdesk will not be available for telephone enquiries. On 23<sup>rd</sup> and 31<sup>st</sup> December 2019 our Helpdesk will be available for telephone enquiries from 9:00 until 14:00 (CET) and on 27<sup>th</sup> and 30<sup>th</sup> December 2019 from 9:00 until 17:00 (CET).

From 2<sup>nd</sup> January 2020 normal contact hours will resume.

**New Helpdesk contact number:**

As stated in our [Letter of Announcement](#) on 12<sup>th</sup> December, as from **2<sup>nd</sup> January 2020**, the new contact number for our Helpdesk will be activated. This is: **+32 2 657 00 08**.

Until this time, please continue to use +372 611 90 44.

**EMVO Team**

**European Medicines Verification Organisation**

[www.emvo-medicines.eu](http://www.emvo-medicines.eu)

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