



LETTER OF ANNOUNCEMENT
EMVO support and Helpdesk: Holiday season availability

15th December 2020

As we approach the festive period and the end of the year, EMVO would like to update you with our support timetable to make sure you navigate the holiday season smoothly. **Our Helpdesk will remain open during the following dates** to support OBPs and NMVOs:

- **Monday, 21st – Wednesday 23rd December; 09:00 – 17:00 (CET).**¹
- **Monday, 28th – Thursday, 31st December; 09:00 – 17:00 (CET).**²

Members of our Support Team will be available each day (during office hours) to assist you via mail and over the phone. However, as we are operating during the holiday season, our team will also be functioning at a reduced capacity. Therefore, urgent issues will be handled based on priority. Of course, we will try and keep delays to a minimum, but please keep this in mind.

In case of emergencies or other urgent escalations (during the periods not mentioned above), please contact the following members of our Support Team:

- Kailash Jukhoo: Customer Service Manager (+32 478 15 21 50)
- Mark Scott: Head of Operations (+32 470 59 19 87)

From 4th January 2021, our normal contact hours will resume, and our support team will be running at full capacity.

Thank you for your cooperation and support during 2020, and we wish you and your families a safe and joyful holiday period.

In the event of any questions or uncertainty, please do not hesitate to contact our Helpdesk:

Tel. Helpdesk: **+32 (0)2 657 00 08**

E-Mail: helpdesk@emvo-medicines.eu

EMVO Team

European Medicines Verification Organisation

www.emvo-medicines.eu



helpdesk@emvo-medicines.eu

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¹ Limited support is available on Christmas Eve, Christmas Day and the proceeding weekend. (For emergency escalations only.)

² Limited support is available on New Year's Day and the proceeding weekend. (For emergency escalations only.)

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