



LETTER OF ANNOUNCEMENT
EMVO Support & Helpdesk: Holiday season availability

15th December 2021

As we approach the festive period and the end of the year, EMVO would like to update you regarding our support timetable.

EMVO's office will:

- Remain **open until Thursday, 23rd December 2021 COB**;
- Be **closed from Friday, 24th to Friday, 31st December 2021** (included) and
- **Reopen on Monday, 3rd January 2022**.

During this period, our **Helpdesk will remain open as follows:**

- Until **Thursday, 23rd December 2021 COB**;
- From **Monday, 27th to Thursday, 30th December 2021** from **09:00 to 17:00 CET**;
- From **Monday, 3rd January 2022** onwards.

Members of our Support Team will be available at a reduced capacity the above days to assist you via email and over the phone. As a result, urgent issues will be handled based on priority.

In case of emergencies or other urgent escalations, please contact the following member of our Support Team:

- Lorenzo Mari at +32 472 03 25 48

Thank you for your cooperation during 2021! We wish you and your families a safe and joyful holiday period!

Should you have any questions, 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

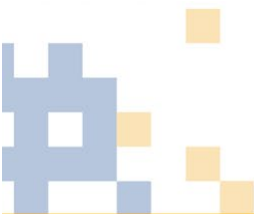
www.emvo-medicines.eu



helpdesk@emvo-medicines.eu

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