



LETTER OF ANNOUNCEMENT
EMVO Support & Helpdesk: Holiday season availability

15th December 2022

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 be **closed** from Friday, December 23rd to Friday, December 30th, 2022 (included).

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

- Friday, December 23rd – fully operational from 09:00 to 17:00 CET;
- Monday, December 26th – on-call only (+32 472 03 25 48)
- Tuesday, December 27th and Wednesday, December 28th – fully operational from 09:00 to 17:00 CET;
- Thursday, December 29th – on-call only (+32 472 03 25 48)
- Friday, December 30th – fully operational from 09:00 to 17:00 CET;

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

- Sabra Kapalanga at + 32 495 55 92 04
- Lorenzo Mari at +32 472 03 25 48

Thank you for your cooperation during 2022! 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**

Self-Service Portal: <https://help.emvo-medicines.eu/en>

E-Mail: helpdesk@emvo-medicines.eu

EMVO Team

European Medicines Verification Organisation

www.emvo-medicines.eu



helpdesk@emvo-medicines.eu

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